

# Arlington County 2017 Annual Report

OFFICE OF THE COUNTY MANAGER



JANUARY 2017



ARLINGTON  
VIRGINIA

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# ARLINGTON COUNTY GOVERNMENT 2017 ANNUAL REPORT

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*“Arlington will be a diverse and inclusive world-class urban community with secure, attractive residential and commercial neighborhoods where people unite to form a caring, learning, participating, sustainable community in which each person is important.”*

— Arlington County Board

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# MESSAGE FROM THE MANAGER



**2017** for Arlington County Government was year of success and overcoming challenges, as detailed in this report. We also continued to address hard choices and competing interests for resources.

Once again, we retained our Triple A bond rating, meaning financially we are on solid footing and one of just 45 counties in the country that earned the rating. We made progress in diversifying Arlington's economy and attracting new businesses. Our planning efforts are leading the way in ensuring that we remain an attractive location for residents, businesses and visitors alike.

We worked towards achieving our vision as Arlington as an inclusive community. We revised the Zoning Ordinance to make it easier for residents to add accessory dwellings to their property to help older adults age in place, provide additional income for homeowners, and create opportunities for lower priced housing. We also created a Housing Conservation District to encourage the preservation of affordable rental housing.

We began addressing Arlington's daycare issues, and devoted resources to helping undocumented Arlingtonians, mixed status Arlington families and refugees affected by federal enforcement activity.

Our transportation program continued to move people through and across Arlington using a multi-modal system, and our energy program created Virginia's first initiative to help commercial property owners obtain funding for energy efficiency improvements. In addition, for the second consecutive year, we were honored as the No. 1 digital county in the nation for our size.

We also took steps to enhance our public engagement effort with the development of new tools and efforts to encourage participation and to create greater access to programs and services. This included the launch of an open data portal, and the My Arlington – Projects map, a new tool that offers a map view of projects in Arlington including County crews' daily work as well as private development.

Additionally, in response to budget projections for Fiscal Year 2019 that forecast a funding gap, we initiated the budget process earlier and brought together residents and the County's leadership team to explore funding priorities in a series of roundtable discussions. Residents also made their views known through an interactive online conversation. I will use the input gained from these sessions to help shape my budget proposals not just for the coming fiscal year, but the next as well.

Overall, I am optimistic about our future. My position is rooted in the belief that with the leadership of the County Board and participation of our residents, we will continue to provide the quality programs and services that our residents have come to expect and depend on for now and in the future.

Sincerely,

A handwritten signature in dark ink, which appears to read "Mark Schwartz". The signature is fluid and cursive.

Mark Schwartz, Arlington County Manager

## Social Safety Net

*Programs Designed to Sustain Arlington's Vision as an Inclusive, Caring Community*

### Affordable Housing

*Working to Implement the Affordable Housing Master Plan*

#### Revised Regulations Make It Easier to Create Accessory Dwelling Units

When the County adopted the Accessory Dwelling Ordinance in 2008 it defined an accessory dwelling (AD) as a second residence with its own kitchen, bathroom, and separate entrance on a single-family lot. At the time, County regulations permitted ADs only inside single-family detached houses, in basements, on the second floor or in-home additions.

The County's 2015 Affordable Housing Master Plan identified accessory dwelling units as a useful tool for creating lower-priced housing, helping older adults age in place and allowing homeowners to earn additional income. The plan's implementation framework called for revision of the County's accessory dwelling regulations to encourage greater use of the tool.

In November, the County followed through on the recommendation with adoption of amendments to the Zoning Ordinance to make it easier for residents to add ADs to their property while maintaining residential neighborhood character. The major elements of the revisions addressed lot area and width, size of an accessory dwelling, occupancy and home occupations, parking and compliance. Additionally, the Board directed staff to return to them in 2018 with options on setbacks for new detached accessory dwellings built after adoption of the new regulations.

#### Accessory Dwelling (AD) Ordinance Update

##### What are ADs?

An accessory dwelling (AD) is a second dwelling with a kitchen, bathroom, and separate entrance. In Arlington, ADs are currently only permitted on the inside of single-family detached houses (i.e. in a basement or on a second floor).

##### Current Requirements

- ▶ Up to 750 sq ft
- ▶ Interior of house only
- ▶ Owner occupancy required
- ▶ Separate address & entrance
- ▶ Firewall separation required

A citizen-led working group that included members of the Housing Commission, the Commission on Aging, the Civic Federation and the Alliance for Housing Solutions played a critical role in shaping the draft amendments and assisting staff.

The effort's public engagement process began in fall 2016 with a Missing Middle Design Gallery cohosted with the Alliance for Housing Solutions that started the community conversation regarding detached accessory dwellings. Other outreach and educational efforts included a website, staff participation in the Arlington Home Show and Expo in April, a community forum in May, a countywide survey on the draft recommendations and a work session with the County Board in July that was open to the public.

Staff also attended meetings of the Northern Virginia Association of Realtors, Neighborhood Conservation Advisory Committee, local contractors, the Alliance for Housing Solutions Leckey Forum, the Commission on Aging and the Urban Forestry, Disability Advisory and Housing Commissions.

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*The 2015 Affordable Housing Master Plan guides the County's approach to creating and preserving affordable housing. During 2017, the County continued to make progress in realizing the Plan's goal of ensuring quality housing for Arlington residents of all income levels for now and in the future.*

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## Developers Pledge to Provide Nearly 600 Future Affordable Housing Units

Three housing developers seeking to build in Arlington pledged in 2017 to provide future housing for 598 low-and-moderate-income households in exchange for \$30 million in Affordable Housing Investment Fund (AHIF) loans.

AHC Inc. received approval to borrow AHIF funds for its Berkeley Apartment complex, consisting of two buildings known as Berkeley I and Berkeley II at 2910 and 2900 South Glebe Road. In February, the County Board authorized \$7,436,471 AHIF funds for Berkeley I; and in November agreed to loan AHC up to \$13,511,036 for Berkeley II. The two buildings upon completion will provide 256 Committed Affordable Housing Units (CAFs), offered to residents earning 40 to 80 percent of the Area Median Income (AMI).



*Artist Rendering of Berkeley I & II*

The Ballston Housing Corporation obtained approval for a \$3,082,319 AHIF loan in February to assist with costs for a 119-unit mixed-income development at the current Central United Methodist Church site at 4201 N. Fairfax Drive. In return, 48 of the units will be affordable to residents with incomes ranging from 40 to 60 percent AMI for the next 60 years.

Further, In November, the County Board approved a \$6 million AHIF loan to Standard Foundation Park Shirlington LLC, to help finance the acquisition of Park Shirlington Apartments, a 294-unit market affordable garden apartment complex at 4510 31st St. S. The loan term is three years with an option to extend for an additional year. During those three

years, the rental rates for all the apartments will be set at prices affordable for households with incomes of up to 80 percent of AMI, meaning they will be CAFs. Only new residents are subject to the income requirement.

In addition to the units approved with AHIF loans, in February the County Board endorsed a proposal by Arlington Partnership for Affordable Housing for a 12-story apartment building, Queen's Court. When completed, it will provide 249 CAFs at 1801 N. Quinn St. at rents affordable to households at or below 60 percent of the AMI. Staff anticipates a future AHIF request to help finance the project.

## Affordable Housing Fund Receives More Than \$13 Million in Payments, Contributions, Pledges

The County leverages AHIF loans and its Affordable Housing Ordinance to encourage the creation or preservation of affordable housing in Arlington.

This year developers contributed nearly \$6.4 million to the AHIF fund; with approximately \$4.4 million received as the Rosslyn Central Place development neared completion. The County also received nearly \$1.1 million from the Ballston Marymount/Blue Goose site plan development, approximately \$700,000 from the Potomac Yard D-West site plan, and nearly \$100,000 each from the Colony House and 1411 Key Blvd site plans.

In addition, the County Board supported \$6.7 million in developer cash contributions to AHIF during the year. With the February 2017 approval of the Penzance site plan project at 1555 Wilson Blvd., the County is projecting to receive an affordable housing contribution of \$3,554,919 before construction completion in the coming years. Similarly, with the July approval of the Century Center site plan in Crystal City, the County anticipates receiving an affordable housing contribution of \$1,766,897, also by construction completion.

To end the year, in November, the Board approved site plans for Crystal Houses III and 6711 Lee Highway, that staff anticipates will bring in a minimum of \$1.3 million in AHIF contributions.

## Housing Conservation District Created

In April, the County Board directed staff to develop a “Housing Conservation District” (HCD) to enhance the County’s policies encouraging the construction and preservation of affordable rental housing, and abate the loss of market-rate affordable rental housing in Arlington.

In December, the Board gave staff permission to begin the initiative’s implementation with the approval of modifications of the General Land Use Plan (GLUP) to show the HCD as a special district to encourage the retention of affordability in areas with market-rate affordable housing.

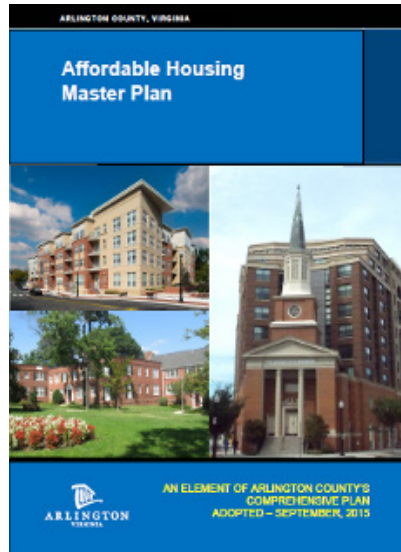
The County will implement the district in two phases. Phase I will establish the HCD in the GLUP and by reference in the Affordable Housing Master Plan (AHMP), laying out its goals and objectives and mapping its specific boundaries. This will allow linking GLUP land use policies with the goals and objectives of the Affordable Housing Master Plan.

Additionally, staff proposes to amend the AHMP to emphasize that the HCD allows for implementation of the plan’s policy objective 1.1.3 (“make every reasonable effort to prevent the loss of market-rate affordable housing”).

Phase I also will respond to the impacts that may result from by-right townhouse development in certain areas of the County by reclassifying townhouse development as a special exception use requiring site plan approval. Work in Phase II will focus on zoning tax-based incentives that support HCD goals and objectives.

The creation of the HCD will allow for a range of development projects from renovations and minor additions to infill and redevelopment. At some level of development, the County will require property owners and developers to dedicate a share of on-site housing units for lower- and

moderate-income households (or those earning up to 80 percent of AMI).



## Arlington Property Benefits from Federal HOME Grant

In July, the County took steps to help preserve the Colonial Village West (CVW) Apartments, at 2111 N. Key Blvd., with County Board approval of a request by AHC Inc. for a grant to replace the roofing at the 70-unit affordable housing property. Specifically, the Board voted to allocate \$73,180 of federal HOME Investment Partnerships Program (HOME) grant funds to AHC and approved the terms of the grant agreement.

Before the Board’s action, the County advertised the availability of HOME Community Housing Development Organization (CHDO) set-aside funds in a January Notice of Funds Availability for affordable housing that is either owned, developed, or sponsored by a CHDO.

AHC Inc., which is a designated CHDO, was the lone responder and proposed, among other things, to use the money to replace the CVW roofing. AHC Limited Partnership – 2, a subsidiary of AHC Inc., is the owner of the CVW Apartments and was the actual recipient of the funds. As such, it is responsible for completing the project.

CVW Apartments are part of the Colonial Village National Register Historic District. The project must comply with federal environmental and historic requirements. However, it does not require a review by the Historical Affairs and Landmark Review Board, but the group will review the plans and scope for the apartments’ full renovation before AHC requests further County funding.

The Community Development Citizens Advisory Committee and the Housing Commission supported approval of the grant.

## Providing for Arlington's Vulnerable Populations

*Strengthening, Protecting and Empowering Arlingtonians in Need*

### Addiction Recovery Initiative Kicks Off

On January 26, 2017, the County hosted the first meeting of the Arlington Addiction Recovery Initiative.

Stakeholders from across the County participated, with representation from public safety, education, substance abuse treatment providers, the Virginia Hospital Center and non-profit partners.

Since that first meeting, the group has met monthly to focus on data collection to define the epidemic's impact in Arlington and to share information amongst its partner groups. It also conducts community outreach and education to ensure residents are aware of vital information and resources.

### New Treatment Approach for Opioid Use Disorders Introduced

The number of Arlingtonians seeking treatment for opioid use disorders has increased significantly in recent years. In the County's Community Services Board programs, for example, the number of clients with an opioid-related diagnosis rose from 100 in Fiscal Year (FY) 2015 to 345 in FY 2017.

In February, the County implemented a new treatment approach to address the problem—the Medication Assisted Treatment (MAT) and Office Based Opioid Treatment (OBOT) program.

MAT and OBOT are evidence-based practices known for improving functional outcomes and prolonging the time before relapse. OBOT combines pharmacologic treatment with individual and group therapy and peer recovery services.

The County uses a substance use case management team approach, which includes a nurse practitioner who coordinates medical and psychiatric needs. The team provides clients with medication evaluations and ongoing medication



management, assists with medical care referrals and screening, supports clinical staff at the area detox and residential programming and provides preliminary screening for individuals to receive care in the MAT/OBOT program.

The team also is working on protocols to respond to overdoses in the community, training family members on the use of naloxone (a life-saving reversal medication) and has collaborated with schools, hospitals and first responders to identify and respond to high-risk individuals.

### County Continues Participation in Zero Suicide Initiative

Arlington has continued its efforts to align with the national Zero Suicide initiative.

The Arlington Zero Suicide Committee in 2017 offered specialized trainings for community partners to better equip front line staff for crisis situations.

The trainings included Kognito Mental Health First Aid and Applied Suicide Intervention Skills Training and Collaborative Assessment and Management of Suicidality, an evidence-based intervention approach.

The committee also offers resources for residents such as safety plans and crisis toolkits.



## The Community Gets a Health Checkup

In the spring, the County launched its Destination 2027 campaign, a community-driven process for improving community health by 2027.

The campaign uses feedback from residents, community health data, and information about how well the local public health system is meeting national standards to identify how the County can work with and empower Arlington residents and community-based organizations to improve public health.

Destination 2027 will use survey data, community discussion and other data metrics to identify public health issues that are most important to Arlington residents. After that, County staff will develop goals and strategies for addressing them.

In the final stage of the process, the County will collaborate with community partners to implement evidence-based strategies to build a healthier community, and evaluate the County's work to address community priorities. The activities will build upon one another to create a continuous and interactive manner for continued learning and success.

The County conducted a similar assessment in 2007. The results led to successful work to improve access to health care, reduce causes of chronic disease such as obesity and smoking, and lower rates of infectious diseases like the flu and sexually-transmitted infections.

The tool used for this process, Mobilizing for Action through Planning and Partnerships (MAPP), helps communities improve health and quality of life through community-wide and community-driven strategic planning. The National Association of County and City Health Officials developed MAPP in collaboration with the Centers for Disease Control and Prevention.



## Arlington's Response to National Immigration Policy Changes Steeped in Tradition



Arlington has a long-established tradition of welcoming everyone who seeks to make Arlington County their home and was quick to act when changing federal policies created a wave of uncertainty for Arlington's immigrant community.

With the adoption of the FY 2018 Operating Budget in April, the County designated \$100,000 to support eligible non-profit organizations that provide emergency services to undocumented Arlingtonians, mixed-status Arlington families and refugees affected by federal immigration enforcement activity.

County law enforcement officials emphasized their focus is community safety, not enforcement of federal immigration laws, and pledged to continue to work with residents, civic associations and others to maintain strong relationships that have proven to be vital to public safety.

The County hosted free clinics for residents enrolled in the federal Deferred Action for Childhood Arrivals (DACA) program, helping ensure "dreamers" could re-register before the program expired.

Staff also created a web page providing information on frequently asked questions regarding immigration such as "Is Arlington County a sanctuary jurisdiction?" and "Do any protections exist for undocumented immigrants in Arlington County?" The site also provides a list of programs and services for newly arrived and low-income residents that do not require immigration documentation.

## Addressing Arlington's Daycare Needs



Providing quality daycare for Arlington's youngest residents has long been a pressing issue. During 2017 the County addressed helping childcare providers navigate Arlington's approval and permitting process.

In April, the County Board authorized dedication of an employee to focus on zoning ordinance changes or other work related to childcare facilities. The Board also directed one-time funding for consultant services needed to pursue other aspects of expanding and improving childcare services in the County.

County staff formed a cross-departmental team to explore incentivizing the creation of affordable childcare centers in Arlington. One of its first efforts was the creation of a new website to address frequently asked questions about the approval process. The website describes the types of daycare uses and the relevant steps, agencies and regulations pertinent to the approval process for each type of childcare.

In October, the County purchased the property at 2920 S. Glebe Road to house the Head Start daycare program that serves approximately 200 children, ages 3-5, from low-to-moderate-income families. The County's transfer of the program's current Edison Street location to the Virginia Hospital Center led to the move.

Finally, in December, the County announced a new Childcare Initiative to promote the development of a childcare system serving all County families, with focus on vulnerable populations. Its goal is to increase childcare availability and accessibility and improve the overall quality of childcare programs.

## Real Estate Tax Relief Working Group Releases Findings, Recommendations

Last year as part of the FY 2017 budget deliberations, the County Board provided \$50,000 in one-time funding and requested the formation of a working group to study the County's current Real Estate Tax Relief (RETR) Program and develop recommendations for consideration during the FY 2018 budget process.

Between August 2016 and March 2017, the Working Group reviewed the RETR program, researched regional trends, explored best practices from across the country and gathered community input.

In July, the working group presented its findings and final report to the County Board at a work session. The report featured a summary of best practices, survey/focus group results, and recommendations on the structure and administration of the RETR Program.

The proposals, 20 in all, include priority, mid-term and long-term steps/tasks to revamp the program. They include revising the program application and instructional materials to be more user-friendly, extending the RETR application timeline, and increasing outreach to boost participation.

Others call for exploring options to increase funding for the development of, and services associated with, housing for older residents and residents with disabilities and advocating for state code amendments to protect Virginia homeowners



from lenders who do not recognize participation in deferral programs. The group used a range of tools and methods to engage and communicate with the community, including, public meetings, a specialized web page, social media, focus groups and media releases.

## Easing Barriers to Park & Recreation Programs

Arlington's park and recreation programs have long been catalysts for community unity as they bring together Arlington's diverse residents and communities for the common purpose of pursuing leisure and enrichment.

In 2017, the County continued to ease some of the barriers that may keep residents from participating in park and recreation programs. Here are just a few examples:

- A partnership with Arlington Partnership for Affordable Housing made it easier for families living in their 14 affordable housing properties to provide income and Arlington residency qualification for parks and recreation fee reductions, which apply to afterschool care, senior programs, camps, classes and more.
- The County extended fee reductions for recreation programs to apply to program supplies, daytrips and private swim lessons for those under the age of 18. Partially because of this, the number of participants who took advantage of fee reductions to participate in County programs increased by 15 percent from FY 2016 to FY 2017. In terms of dollars, fee reductions for FY 2017 totaled \$807,018, an increase of 18.5 percent over the previous period.
- Arlington's youth soccer affiliate, Arlington Soccer Association, continued its Real Madrid soccer/tutoring program aimed at the one-third of Arlington students who qualify for free/reduced lunch and who historically have a low participation rate in the youth soccer program.
- Using Pop-Up nature programs in parks, playgrounds and other venues, the County reached residents who might be unaware of or unable to participate in nature center-based programs. Cultural components such as Dia de los Muertos, Chinese New Year and bilingual campfires supported Arlington's diverse community.
- Arlington's nature centers offered 143 free programs, reaching about 4,000 participants. The centers also provided 141 programs for 3,648 Arlington Public School children. Additionally, the County developed four nature programs to support people with special needs, and the Therapeutic Recreation Social Club volunteers developed a successful Native American garden at Gulf Branch Nature Center.
- The newly renovated Quincy Park Playground is the first all-inclusive, universal playground in Arlington. It provides a place for children to feel emotionally secure by using a variety of developmentally appropriate activities that offer healthy risks and challenges for children of all abilities to play side by side. The playground's sensory-rich environment encourages discovery and engagement and includes tactile, visual, auditory, spinning and movement experiences.

The program helped more than 360 at-risk children participate in no-cost afterschool soccer and character-building programs. Soccer is the incentive to get kids excited to join. Once they are involved, the program helps them develop the respect, self-discipline, teamwork and sense of self-worth that they need to succeed both on and off the field.

### Fresh Look (and Taste!) for Arlington's Congregate Meal Program

The County rebranded the Congregate Meal Program in 2017. Now called the Social 60 Plus Cafés – with locations at Arlington Mill, Langston Brown and Walter Reed Community Centers – the program provides a hot, delicious and nutritious lunch for seniors Monday through Friday. The program is federally subsidized, with voluntary contributions by participants. The program also has a new vendor, Jeffery's Catering Services, brought on board in 2017.

## ECONOMIC SUSTAINABILITY

*Positioning Arlington for Prosperity Today, Tomorrow*

### Economic Development

*Diversifying Arlington's Economy,  
Attracting New Business*

#### **Gazelle Grant Bringing Early Stage Tech, Tech Catalyst Companies to Arlington**

A major focus of the County's economic development activity is diversifying the County's economy and attracting fast-growing technology companies.

To support this effort, in adopting the FY 2017 budget, the County Board authorized \$1 million for a performance-based incentive program focused on recruiting early stage tech and tech catalyst companies to Arlington. Now known as the Gazelle Grant program, it is a "deal-closing" incentive-based arrangement designed for fast-growing or "gazelle" technology companies with proven financial success.

In June, the County acted to grant economic development incentive (EDI) grant funds and Commonwealth Opportunity Fund (COF) to two companies recruited to Arlington under the program.

First, the County Board approved providing \$110,000 in EDI grant funds to Footage Firm, Inc. (VideoBlocks). The County offered a performance-based EDI grant to induce VideoBlocks to locate in Arlington at 1515 N. Courthouse Road. The company will provide 125 new jobs and lease 21,000 square feet of space. VideoBlocks is a subscription-based media technology company. It will use the grant funds to pay for the build-out of its new location and startup expenses related to its relocation and employee recruitment and training.

Second, the Board approved \$35,000 in EDI grant funds for Stardog Union (Stardog), a software company that allows companies to manage all their data as a single database. It chose 1400 Crystal Drive for its new office.

The move will result in 70 new Arlington jobs and 3,500 square feet of leased space.

In addition, in October, the County Board awarded the third Gazelle grant to Phone2Action, a Rosslyn-based technology company. The company received a \$50,000 economic development incentive grant to the build-out of its new office location at 1500 Wilson Blvd. and to cover the startup expenses related to the relocation and the recruitment/training of new employees.

The transaction will result in 13,400 square feet of leased space, and the retention of 50 existing jobs and the creation of 170 new jobs, effectively quadrupling the company's footprint in Arlington. Phone2Action currently has more than 300 clients ranging from the American Heart Association and Doctors Without Borders to Walmart and AirBnB.

The County requires each company to meet performance metrics to receive the funding. They must provide the County copies of their leases, certificates of occupancy and business licenses and be current on their taxes to receive the grant monies. They also must file an annual performance report with the County providing details on its cumulative number of new jobs and leased square footage. And if at specific, stated future dates, they do not meet certain targets, they must repay the grants.



*Gazelle Grant Tech Companies Grow and Move Quickly,  
Just Like Their Namesake Animals*

## Nestlé Chooses Rosslyn for New US Headquarters



*1812 N. Moore St., Home of Nestlé's New US Headquarters*

In February, the County announced that it had successfully recruited Nestlé USA to Rosslyn in leased space at the 1812 N. Moore St. building. The recruitment aligns with Arlington's strategy to fill office vacancies with corporate tenants with large office footprints and to diversify the economy.

The recruitment package proffered by the state and the County included a \$6 million Commonwealth Opportunity Fund (COF) grant with a County match. The County's support included a \$4 million economic development incentive (EDI) grant, \$2 million of infrastructure improvement and employee relocation assistance.

Nestlé, in accepting the inducements, agreed to lease 205,000 square feet of office space; invest \$36.3 million in the building; create and maintain 748 new full-time jobs, at an average compensation of at least \$127,719 per year; and work to ensure that Virginia residents occupy 30 percent of those jobs. In March, the County Board authorized the County Manager to sign agreements that allowed for the acceptance and allocation of the COF grant monies and to appropriate and administer the EDI grant. Staff estimates that the 10-year cumulative gross tax benefit to Arlington will be more than \$18 million. Factoring in the EDI grant funding, the 10-year net tax benefit will be approximately \$14,210,000 (not assuming any escalations or discounting).

## "Fast Four" Winners Represent Arlington's Culture of Innovation

In November, the County announced the winners of its third annual "Fast Four" competition that recognizes companies with the fastest level of growth year over year in four revenue categories. All based in Arlington, these companies have enjoyed revenue growth for three consecutive years. Just as important, they represent the county's culture of innovation.

Courthouse-based Mind Body Health, LLC won the Fast Four under \$500,000 revenue category. The company's dietitians and psychologists specialize in providing individual psychotherapy and nutrition counseling for the treatment of chronic medical conditions, anxiety disorders, depression, eating disorders, weight management, insomnia and substance abuse disorders.

Taking the award in the \$500,000-\$1.5 million category was the digital marketing company Knucklepuck. The firm has grown from a one-person operation to 14 employees in less than three years and has increased its monthly recurring revenue by 369 percent. Knucklepuck creates holistic digital marketing approaches for clients and hosts regular teambuilding events that patronize local businesses.

Ballston-based Deep Learning Analytics, a Fast Four winner for the third consecutive year, won the \$1.5- \$5 million category. The company offers expertise in innovative data science, research, machine learning, artificial intelligence, predictive analytics and software engineering to deploy deep learning algorithms on small, power-efficient appliances and mobile devices.

Apogee Research, LLC took home the award for the \$5-\$50 million category. The company conducts research and development of advanced computer network operations and intelligence, surveillance and reconnaissance capabilities to improve national security.

To qualify for the competition, each company completed an online application and submitted income statements to show proof of growth and revenue.

## Transient Occupancy Tax Provides Added Funding for Travel Promotion

The County leveraged new funding from the guest-paid Transient Occupancy Tax to promote Arlington as place to visit to more domestic and international travelers, meeting planners and travel-trade partners than ever before. For instance:

- Data released by the U.S. Travel Association in 2017 showed that visitors spent a record \$3.12 billion in Arlington in 2016, an increase of 2 percent over the previous year. Arlington tourism generated \$89.3 million in local tax receipts and \$119.4 million in state revenues, both up 4 percent from 2015. Arlington also maintained its ranking as the top performer among Virginia counties for visitor spending, a position it has held since 2009. In 2016, Arlington's tourism industry employed nearly 26,000 people and generated more than \$1.01 billion in payroll.
- Marketing investments made possible by new funding resulted in nearly 247 million print and online advertising impressions (up from less than 2 million in FY 2016). StayArlington.com website sessions went up 161 percent, and total users rose 158 percent – even prior to the launch of the brand-new site in October 2017, which replaced a 2011 version. Earned-media impressions (editorial exposure resulting from public relations activities and journalist/blogger engagement) were up 69 percent. Engagement on StayArlington social media channels was up 66 percent. Staff distributed 132,000 new StayArlington visitors' guides, maps and meeting planner guides for use at Reagan National and Dulles International airports and at conferences and special events. Finally, in-person services obtained through the StayArlington Mobile Visitors Center were up 36 percent, reaching 13,200 people.
- Arlington helped welcome more than 5,000 visitors to the region as Washington, D.C. hosted the U.S. Travel Association's IPW 2017 international travel-trade show. It provided an



*The StayArlington Website features a Mobile First Design*

opportunity to raise awareness of Arlington among 1,300 international tour operators and travel media. The Arlington Convention and Visitors Service team hosted Monumental Views, a travel-trade reception at the Waterview in Rosslyn; conducted nearly 80 one-on-one buyer and media appointments at the IPW trade show and media marketplace; brought more than 100 tour operators and media to Arlington on a variety of regional sightseeing tours; and hosted journalists from the United Kingdom and Peru. Staff estimates that within three years, IPW will bring one million new additional international visitors and \$1 billion in added spending to the capital region.

- A County representative traveled to China to meet with nearly 150 Chinese trade and media representatives during the Capital Region U.S.A. (CRUSA) China Sales Mission 2017. China is the No. 1 overseas market for the capital region, with 349,000 visitors in 2016. The CRUSA delegation, which visited the cities of Beijing, Hangzhou and Shanghai, included representatives from other Virginia destinations, as well as Destination D.C. Arlington also collaborated on a cooperative-advertising program with CRUSA and Ctrip, China's largest online travel agency. This four-month online promotion, featuring Arlington hotels, resulted in 844 room nights booked for an economic impact of nearly \$320,000.

## BizLaunch Continues to Support Small Business



BizLaunch continues to support small businesses and entrepreneurs throughout the County offering varied events on nearly a weekly basis.

One of the highlights of these events was Pitchtastic, with the Home Shopping Network. BizLaunch worked with the Small Business Administration and the Score Foundation to bring the program to Arlington.

Held in May, the event allowed Arlington entrepreneurs who participated in the County's First Entrepreneurs in Residence program an opportunity to "pitch" their ideas and products to the network through participation in the American Dream Process. Of the 68 applicants from Arlington, 63 earned the opportunity to pitch their ideas/stories when the event moved to Arlington in July.

Now in its second year, the HSN: American Dreams gives entrepreneurs from around the country the chance to have their products shown on the Home Shopping Network.

## Startup Arlington 2017 Winner Flies Drones

Startup Arlington, which began in 2015, is a collaborative initiative between the County and the business community designed to attract, educate and market the benefits of operating a business in Arlington to entrepreneurs located outside the Washington, D.C. region. It is part of the County's effort to diversify Arlington's economic base.

Each year, the initiative provides one growing tech company the opportunity to experience the

benefits of working and living in Arlington for three months, free of charge. The County provides the winning company's work and living space and other amenities.

This year's competition kicked off at the Consumer Electronics Show and received 129 applications from nine states and three countries.

The County collaborated with Kiddar Capital to provide \$25,000 in investment capital to the winner-- Boston-based GreenSight Agronomics, an agricultural and technology company.

GreenSight Agronomics uses automated drones to take daily aerial images with the mission of becoming the de facto data platform for aerial information gathered by a variety of sources. GreenSight's platform transforms that imagery into actionable information that can optimize businesses and drive automated decision systems and future autonomous robots.

The company's executives said winning space in Arlington was extremely beneficial in GreenSight's dealings with its tech and government clientele.

Startup Arlington judges evaluate applicants on criteria such as how a company would benefit from locating in Arlington and its growth potential and business plans.

To be eligible, applicants must be based outside the greater Capital region and their application made under the direction of a founder and/or chief executive officer of a technology-based company.



## Planning & Development

### *Major Development Projects Approved*

#### **The Western Rosslyn Area Plan Moving Closer to Reality**

The County Board approved the Western Rosslyn Area Plan (WRAP) in 2015 establishing a vision for redeveloping the Western Rosslyn area.

In February, the Board took steps to bring the plan's vision to life with the approval of use permits and site plan proposals for a new school, new fire station, transportation network improvements, parks and open space, affordable housing, retail and new residential space.

Specifically, the Board approved a use permit to replace the existing Wilson School building at 1601 Wilson Blvd. with a new structure that will offer 775 seats for students.



*An Artist Rendering of the New Wilson School*

The Board also sanctioned a site plan for the development of a 2.72-acre site at 1555 Wilson Blvd. currently owned by developer Penzance and the County.

The project will replace an existing commercial office building, Fire Station No. 10 and Rosslyn Highlands Park with two multi-family residential buildings, underground parking, ground floor retail, a new fire station and a redeveloped Rosslyn Highlands Park.



*An Artist Rendering of the Penzance Project at 1555 Wilson Blvd.*

Additionally, the Board endorsed the temporary location of Fire Station No. 10 on the school's future athletic field.

The collaborative effort of the property owners—Arlington Public Schools, the County, Penzance and Arlington Partnership for Affordable Housing—with significant input from the community, made the approval of the complex redevelopment plans in a relatively short timeframe possible.

Throughout the WRAP process and the review of the individual use permit and site plan requests, the County's public engagement process included reviews by the Planning Commission's Site Plan Review Committee, Public Facilities Review Committee, Historical Affairs and Landmark Review Board and the Parks and Recreation, Urban Forestry, Environment and Energy Conservation, Transportation and Planning Commissions.



*Community Participation was Critical to the Entire WRAP Process*

### **Ballston Station to Transform Central United Methodist Church Site**

In February, the Ballston Station Housing Corporation received County Board approval for its proposal to replace the existing Central United Methodist Church with an eight-story building and two levels of underground parking.



*An Artist Rendering of the Future Ballston Station*

Plans for the building, Ballston Station at 4201 N. Fairfax Drive, include a new church; daycare facility; multi-family apartments, with 48 committed affordable units; and public art.

The design also contains an area of approximately 502 square feet to preserve the Robert Ball Sr. Family Burial Ground, which is a designated local historic district, and a Tiffany stained glass window in the façade wall abutting the burial ground.

The corporation agreed to provide certain features, improvements, and amenities to mitigate the impact of the development on adjacent properties and the neighborhood. They include completion of pavement, sidewalk, curb and gutter on street frontages; undergrounding of overhead utilities along the site's frontages; streetscape and landscape improvements on site to current County standards; contribution to the Utility Undergrounding Fund; providing a Transportation Demand Management program; and installation of an in-building wireless first responders network.

The Planning Commission's Site Plan Review and Long Range Planning Committees, the Historical Affairs and Landmark Review Board and the Housing, Transportation and full Planning Commissions all reviewed the project before the Board's consideration.

### **Crystal City Apartments Envisioned in 1976 Approved**

In July, the County Board sanctioned a site plan to allow for the construction of a new 302-unit multifamily apartment building to be known as Century City Residential. Design plans for the project feature constructing the building on top of an existing two-story retail podium. Builders constructing the podium in 1976 included infrastructure and an elevator core to support a multi-story building above, but did not complete the building at that time. The Board also approved a request for a site plan amendment, adoption of a Crystal City Block Plan and rezoning of the site.

Located at 2351 Jefferson Davis Highway, the project site is part of a larger site plan approved in 1968, followed by several amendments since. It is subject to the 2010 Crystal City Sector Plan that provided a vision for re-imagining the area, and its design meets the plans' recommendation for locating a building with architectural interest at this site. The community benefits package proffered by the developer included the preservation of on-site trees, streetscape improvements, an upgraded public plaza and a \$75,000 public art fund contribution.

The Crystal City, Aurora Highlands, and Arlington Ridge Civic Associations all participated in the Site Plan Review Committee process and several County advisory groups and committees reviewed the project: Long Range Planning Committee and the Transportation and Planning Commissions.



*An Artist Rendering of the Future Century City Residential Building*

## Second New Crystal City Apartment Building Greenlighted

In November, the County Board approved a site plan amendment that allowed for the construction of a new five-story apartment building with 252 dwelling units at the Crystal Houses apartment complex located at 1900 S. Eads St. The approved project is a revision of the original 2006 site plan amendment.

Crystal House Apartment Investors LLC, the developer, also will construct a 31,700-square-foot public park with interactive features and a large space for passive recreation.

The company will provide on-site public art or a \$75,000 public art contribution; new streetscape in the area; one-time transit subsidies for all new tenants and on-site employees; and a Transportation Demand Management program for additional transit/carshare/bikeshare subsidies. They also will contribute to the affordable housing fund in accordance with the County's Affordable Housing Ordinance and more.

The community review process included three meetings of the Planning Commissions' Site Plan Review Committee between July and September 2017, with representatives from the Aurora Highlands, Crystal City, and Arlington Ridge Civic Associations in attendance. A walking tour of the site took place in September and the Parks and Recreation Commission reviewed the public open space proposal at its October 2017 meeting. Finally, the Transportation and Planning Commissions reviewed the project before the County Board's consideration.



*Rendering of the Crystal Houses Apartments*

## First Project Under the 2006 East Falls Church Area Plan Authorized

The 2011 East Falls Church Area Plan provides guidance for the redevelopment of sites in the East Falls Church Neighborhood Center District. In November, the County Board approved the first site plan developed under the Area Plan—redevelopment of the SunTrust Bank site at 6711 Lee Highway.



*Proposed View of the 6711 Townhouse Project*

The project's plan calls for 27 three-story townhouses, with an optional fourth-story loft and balcony, and a two-car garage for each unit. In endorsing the site plan, the Board also approved rezoning of the site.

NVR, Inc., the site's developer, will provide several improvements and amenities for the area that are typical for townhouse site plans. They include a contribution to the Utility Undergrounding Fund and on-site streetscape improvements. NVR will meet the affordable housing requirements of the Zoning Ordinance §15.5.8, and will have the choice of providing a \$211,885 cash contribution or approximately one affordable on-site unit. The amount of the cash contribution will depend on the gross floor area of the completed construction.

As part of the public engagement process, staff reviewed the project with residents at four Site Plan Review Committee meetings, which included representatives from the Arlington-East Falls Church Civic Association, Fenwick Court Home Owners' Association and Lee Highway Alliance. Staff also presented the proposal at meetings of the full Planning and Transportation Commissions.

## *Planning Studies Completed, Progressing*

### **11th Street North, North Vermont Street Special GLUP Study Finalized**

In August 2016, NVR, Inc. submitted a formal application for a Special General Land Use Plan (GLUP) Study for the property located in North Ballston at 1031 N. Vermont St. and the adjacent areas generally between Fairfax Drive, North Utah Street, 11th Street North and North Vermont Street in conjunction with a future development proposal for the area.

In June, staff presented the results of the study to the County Board along with a recommendation that it authorize advertisement of future public hearings to consider GLUP amendments for the area. The Board accepted the recommendation and authorized the future advertisement of the proposed changes at the time it considers the associated site plan proposal.

In conducting the study, staff analyzed planning documents and policies and gathered public input through three meetings of the Planning Commissions' Long Range Planning Committee. At the end, staff concluded that the proposed GLUP amendment could be appropriate for a portion of the site, but only as part of potential GLUP amendments that would change the designation for a broader area and add more specific guidance through the addition of a GLUP note.

Staff explained that the amendments more accurately reflect the overall vision for that area of North Ballston and allow for evaluation of any potential development and rezoning proposals through the prism of the Ballston Sector Plan.



*Current View of a Part of the Site*

### **Plans for Courthouse Square Advance**



#### *Futuristic View of Courthouse Square*

The County initiated the Envision Courthouse Square planning process in 2013 to update the 1993 Courthouse Sector Plan Addendum. The goal of the work was to develop a long-range plan to guide the County's development of a new civic center and public destination in the Courthouse area. The result of that work was the 2015 Courthouse Sector Plan Addendum: Courthouse Square.

In October, the County moved closer to realizing the plan's vision with the adoption of GLUP, Master Transportation Plan and Zoning Ordinance amendments to support implementation of the Courthouse Square Plan Addendum. The amendments facilitate future development to achieve the building heights and density recommended in the Plan in exchange for projects that further its priority concepts.

Before consideration by the County Board, staff presented the amendments to a joint meeting of the Planning Commission's Long Range Planning and Zoning Committees. Members of the Courthouse Square Working Group, the Lyon Village Citizens' Association and the Clarendon-Courthouse, Colonial Village and the Radnor/Ft. Myer Heights Civic Associations received invitations to attend.

Staff also discussed the amendments at meetings of the Planning and Transportation Commissions and the County Board in September to obtain authorization to advertise further public hearings.

## Rosslyn Streetscape Elements Plan Adopted

In June, the County Board adopted the Rosslyn Streetscape Elements Plan as a companion document to the Rosslyn Sector Plan and Rosslyn-Ballston Corridor Streetscape Standards. It provides policy guidance for installation of streetscape furnishings within the Rosslyn Business Improvement District to strengthen the district's character and enhance the pedestrian experience.

The plan's streetscape elements range from trash and recycling cans to a parklet (an extension of the sidewalk that functions as a public space). It also calls for repainting light poles and planter pots to match nearby furnishings to reduce visual clutter.

Before adoption, staff presented the plan to the Planning Commission's Long Range Planning Committee and several advisory commissions, including the Pedestrian Advisory Committee and the Transportation Commission. Staff also presented the plan at two County Board meetings.

## Washington & Kirkwood Special GLUP Study "Plus" Completed

Between June and December 2016, developers submitted three GLUP amendment requests for sites located northwest of the Washington Boulevard and Kirkwood Road intersection and outside of the Virginia Square Metro Station area. This prompted a Special GLUP Study "Plus" to evaluate the requests.

The analysis included envisioning the preferred future character and planning elements for the area, and determining whether the County Board should consider GLUP amendments to support the implementation of the vision reflected in the study.

At the end, staff concluded that potential GLUP amendments would be appropriate across the study area, and proposed that the County Board adopt the Washington Boulevard and Kirkwood Road Special GLUP Study "Plus" and Concept Plan to guide the County's future planning efforts for the area.



*Attendees at a Meeting on Plans for Washington and Kirkwood GLUP Study Area*

In November, the Board adopted the plan and authorized advertisement of future public hearings related to proposed GLUP amendments for the three general areas located on the block northwest of the Washington Boulevard and Kirkwood Road intersection. In doing so, it set the stage for replacement of mid-20th century car-oriented service commercial and institutional properties with mixed-use, pedestrian-oriented development.

The Study "Plus" and Concept Plan and related GLUP amendments update the County's vision for the area to support development that provides for transitioning in building heights and densities from the Virginia Square Metro Station area towards surrounding single-family residential neighborhoods.

The public engagement process for the effort included five meetings of the Planning Commission's Long Range Planning Committee (LPRC). Attendees included representatives from the Ballston-Virginia Square Civic Association, the Transportation and Park and Recreation Commissions, the Historical Affairs and Landmark Review Board and the developers who filed the GLUP amendment requests. In addition, staff hosted a community walking tour and two open houses to engage the community.

Staff also created a project web page to support the LRPC process and presented the study to the Planning Commission prior to the County Board's November action.

## Changes Proposed to Add Variety to Form Based Code Development

Since 2003, the County has used the Columbia Pike Special Revitalization District Form Based Code (FBC) to guide redevelopment of the Columbia Pike area. Ten years later, the County adopted the Columbia Pike Neighborhoods Special Revitalization District Form Based Code (N-FBC). Since the codes' adoption, the County has approved 17 new projects along the corridor.

In December, the County Board approved amendments to the codes' architecture and building design regulations to foster greater variation in the look of future projects.

The changes resulted from a review of the architectural standards to determine if refinements or revisions could address concerns that the architectural character among Form Based Code projects is overly similar and not of a quality desirable for future projects.

To develop the revisions, staff, with input from several key stakeholder groups, evaluated the extent to which FBC regulations may lead to greater architectural diversity while still resulting in high quality designs and materials, or if other external factors have a larger impact on architectural design.

Staff determined wholesale changes to the architectural standards were not necessary, but several FBC amendments would be beneficial in establishing a regulatory framework to facilitate wider architectural diversity.

The modifications address façade compositions and building placement. The revised façade regulations hopefully will lead to a cohesive set of design elements. The County uses the Required Building Line (RBL) regulations to establish building placement at the back of public sidewalks. Through the review process, staff determined that additional flexibility to adjust the "line" would positively influence architectural style and create additional variation from building to building, among other benefits.

Combined, the changes aim to increase the likelihood of achieving unique architectural



*Carver Homes a Successful Form Based Code Project*

expressions between projects that have simpler architectural design through fewer and more distinct compositions on individual buildings and from building to building. The amendments align with the intent of the Columbia Pike Initiative Plan and the Columbia Pike Neighborhoods Area Plan.

## Preparation Continues for the Lee Highway Planning Study

To advance the Lee Highway planning study, staff is completing its pre-planning efforts to develop a scope of work, community engagement process and projected timeline for a comprehensive planning process for the Lee Highway corridor.

During the first and second quarters of 2017, staff analyzed the feedback from public meetings held in November 2016 and has prepared a draft scope of work with major milestones and work products, and a framework for civic engagement.

In April, the County Board allocated \$60,500 to the Lee Highway Alliance. The funding, combined with that approved previously, will pay for the area study and a consultant team to assist with the process. Once the team is in place, the County will hold an official project kick-off with community stakeholders in 2018.

## Four Mile Run Valley Initiative: Concept Plans in Progress



The County initiated the Four Mile Run Valley (4MRV) process in June 2016 to develop a comprehensive future vision and policy framework for the area. County staff, with the help of a citizen group, will develop a Four Mile Run Area Plan, a Parks Master Plan and a design for the Nauck Town Square to realize the vision.

By the end of December, the study was at the point of weighing concept plan alternatives, which will allow the development of a Policy Framework document. Staff will use the framework document to develop a complete Area Plan leading to land use changes and a Park Master Plan. These plans will help guide public and private investment, including County facilities, for the long term. They also will inform decisions regarding the preservation and enhancement of natural resources, open spaces and future development, in a manner compatible with the surrounding area and consistent with the County's overall policies.

The Area Plan will include short- and long-term recommendations and strategies to address how the character of the area might change over time, recognizing the current tenure and demand for existing uses, trends and analysis of how the area supports countywide public and private demands over the long term, and the potential for the appropriate uses consistent with plan's vision.

The Park Master Plan will provide design guidelines for capital investments in the park, including improvements and new amenities while being environmentally sensitive, improving access, circulation/connectivity and parking.

## Last Piece of Property Acquired for the Nauck Town Square

Residents and staff envision the Nauck Town Square, covering an entire block between 24th Road South and South Shirlington Road, as the anchor for the Nauck Village Center and functioning as a gathering place for the community. In January, the County moved closer to bringing the square to life with the County Board approval of the purchase of the last of three properties needed to build the planned facility.

The acquisition of the site, at 2400 Shirlington Road, for \$803,000, allowed for construction of the facility to begin. The County acquired the other two properties in 2006 and 2010 and began the process to obtain the third parcel, but could not finalize the purchase until this year due to court proceedings between the owners.

Designs for the square call for retaining trees where possible and adding others, while incorporating a shaded garden, swale area and a stage. A major feature will be the public art project funded by a 2013 grant from the National Endowment of the Arts. The landscape architect/artist worked with residents to design the plaza and art elements.

Also, this year, the County installed two interpretive signs in Jennie Dean Park to highlight the park's history as a segregated recreational area in the 1940s serving African Americans. Staff estimates that it will cost \$5 million to build the square with funding provided by a voter-approved Community Conservation Bond.

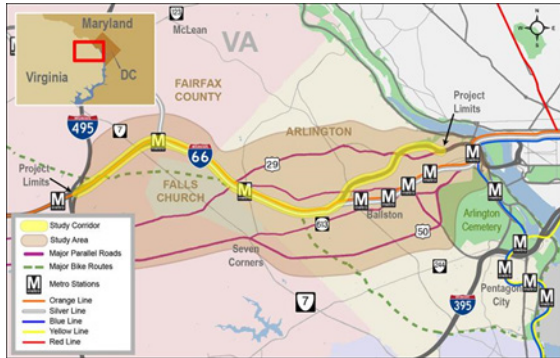


*Landscape Design for the Nauck Town Square*

## Transportation

### *Moving People Throughout Arlington*

#### **County Responds to the Environmental Assessment of the State's Widening of I-66**



*The I-66 Inside the Beltway Project area includes: I-66 from I-495 to Route 29 in Rosslyn*

In January, the County Board issued an official response on the Draft Environmental Assessment for the eastbound widening of I-66 from the Dulles Connector to Fairfax Drive in Arlington.

The response, in the form of a resolution, stated the Board's endorsement of the overall project's goals; its support of improvements to the regional trail network specifically related to the Washington & Old Dominion (W&OD) Trail crossing at Lee Highway and the Custis Trail improvements at Bon Air Park; and support for the enhancements to the noise barrier system proposed as part of the project. The document also called on VDOT to honor its commitment to work cooperatively and in good faith with the County to achieve several goals for the project including:

1. Addressing staff requests related to the project's impacts to Arlington's multimodal road network;
2. Ensuring a robust community process for the design for the grade-separated crossing of the W&OD Trail at Lee Highway;
3. Ensuring minimal impacts to natural resources;
4. Working collaboratively with all jurisdictions during the noise analysis process; and

5. Guaranteeing that the state will not pursue any additional widening of I-66 inside the Beltway until after an evaluation of the effectiveness of the peak period tolling, conversion to HOT-3, implementation of tolling in both directions during peak periods, this widening and implementation of multimodal components.

VDOT's goals for widening I-66 are to move more people, enhance connectivity, improve transit service, reduce roadway congestion and increase travel options. The toll lanes are now fully operational. The state will dedicate most of the revenue generated by the tolls to support multimodal improvements throughout the corridor. Arlington received funding for five such projects, most of which are now operational.

#### **Bike Lanes Added to Washington Boulevard**



##### *Pedestrian Crossings on Washington Boulevard*

In early 2017, the County began an extensive and iterative public process to reconsider the striping along Washington Boulevard between Lee Highway and McKinley Road. A VDOT paving project provided the opportunity to do so. The most significant feature was adding bicycle lanes in both directions to enhance safety and connectivity between Westover and East Falls Church.

Other changes included additional pedestrian crossings and a new left-turn lane for westbound Washington Boulevard at Ohio Street, which will help with queuing (back-ups) and traffic calming.

## ART & STAR Fares Increased



In May, the County Board approved increased fares for ART (Arlington Transit) and STAR (Specialized Transportation for Arlington Residents). The new fees will help offset higher operating costs with an expected \$250,000 in additional ART revenue and a \$42,000 reduction in STAR operating expenses.

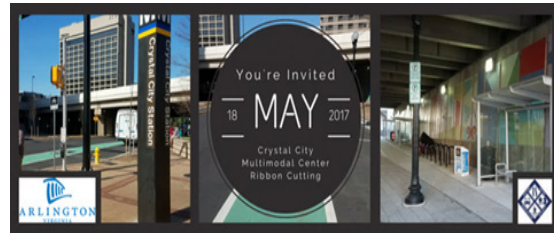
The ART adult fare rose from \$1.75 to \$2 and the discount fee for seniors, students and persons with disabilities went from 85 cents to \$1. Zone 1 STAR fares increased from \$3.50 to \$4; Zone 2 from \$5 to \$5.50 and Zone 3 from \$9 to \$9.50. The ART rate changes are in line with the Metrobus fare increase adopted in March 2017. The Board also approved extending the iRide half-fare program to elementary school students, and providing free ART service for personal care attendants accompanying MetroAccess riders.

Staff employed an integrated community engagement effort to inform the community of the fare changes including presentations to advisory commissions; use of website and social media platforms such as Facebook; emails and text alerts.

## New Transit Facilities Celebrated

The year saw the County commemorate the completion of two new essential transit facilities—the Crystal City Multimodal Center and the ART Light Maintenance Facility.

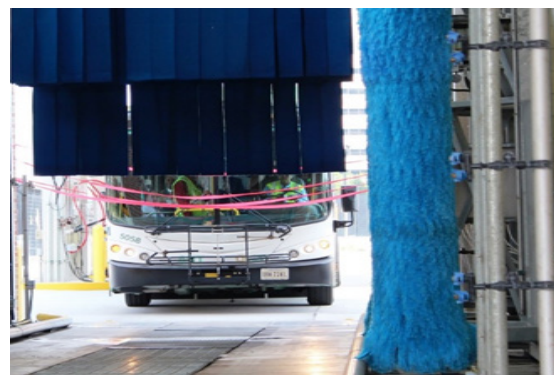
In May, County officials celebrated the completion of the Crystal City Multimodal Center, located at 18th Street South under the U.S. Route 1 bridge. The facility offers a safer and more efficient area for travelers to and from the Crystal City Metrorail station.



It features four new bus bays that provide regional and local bus service; new shelters and seating for bus riders; and new designated areas or zones for kiss-n-ride drop-offs; employer, residential and hotel shuttles; and the County's Mobile Commuter Store. The project also included street infrastructure improvements around the Metro station to enhance pedestrian safety and rebuilding the intersection of 18th Street South and Bell Street.

In September, the County marked the completion of the new ART Light Maintenance Facility with a special ribbon cutting. The facility is the first built specifically for ART and provides the County more flexibility for fueling and maintenance of its vehicles.

The two-story, state-of-the-art complex includes a light-duty maintenance bay and compressed natural gas fueling station. It provides storage space for 25 of 65 buses, fueling, maintenance and wash services for the entire ART fleet. In the past, the County relied on the adjacent Washington Metropolitan Area Transit Authority (Metro) facility for washing and fueling services for ART buses at a higher cost and with restricted hours.



*Ribbon Cutting at the New ART Bus Facility*

## Walter Reed Drive Improvement Project Gets Started with Pilot Project



In June, the County installed a pilot project that is the first step toward realizing the South

Walter Reed Drive Improvement Project between South Arlington Mill Drive and South Four Mile Run Drive.

The work featured realigning the left turn lanes on Arlington Mill Drive approaching South Walter Reed Drive into one left turn lane using pavement markings and bollards to create a larger, safer refuge for pedestrians and cyclists. The pilot installation will help determine the best signal timing before implementing the complete improvement project, expected to begin early 2018.

## Taxicab Ordinance Updated

The County last updated its Taxicab Ordinance in 2009. In June, the Board approved the latest set of changes requested by the taxicab industry regarding the use of electronic GPS metering, removing marker lights, exterior color modification and the size of lettering to reflect changes permitted under a new state law adopted during the 2017 legislative session.

County staff discussed the revisions with Arlington County taxicab certificate holders before adoption. There was agreement that amending the ordinance to allow the use of GPS metering systems will improve the industry by bringing the latest technology to the fleet. Also, it will reduce costs as installing GPS devices in vehicles is less expensive than wiring analog taximeters in the vehicles.

The Transportation Commission reviewed and approved the changes in June as well.

## County Requests Control of State Roadway

In July, the County Board approved a resolution requesting that VDOT and the Commonwealth Transportation Board (CTB) transfer State Route 237 (Fairfax Drive/10th Street North) to the County. Following the Board's approval, staff forwarded the resolution to VDOT for consideration and subsequent action by VDOT and the CTB.

The state had tentatively agreed to transfer ownership to the roadway to the County, per a March 2017 letter from VDOT Commissioner Charles A. Kilpatrick. In December, the County received notice of the state's formal approval of the request.

With the agencies' approval, the County will assume control of the roadway's right-of-way, from its intersection with North Glebe Road to its intersection with North Barton Street, subject to negotiation and approval of any terms and conditions of the transfer required by VDOT and the CTB.

## Columbia Pike Transit Service Moving Along

The County's Adopted Transportation Development Plan (TDP) called for the creation of A Premium Transit Network along Columbia Pike.

Staff reports that the service improvements along Columbia Pike targeted for implementation during 2017 are now complete.

This includes increasing the frequency of the Metro bus 16Y line (Columbia Pike to Farragut Square) to eliminate overcrowding during peak periods. In addition, the design for the transit stations is advancing.

The work is part of the effort to support the Pike's future growth and revitalization with a "transformative transit network."

## Property Acquisition for Bus Parking Authorized



At the end of October, the County Board authorized making a bona fide offer to purchase the land and improvements at 2629 and 2633

Shirlington Road and an out lot for ART bus needs as reflected in the approved Capital Improvement and Transit Development Plans.

If the effort to purchase the properties by negotiated sale is unsuccessful, the Board's action also authorized using eminent domain to acquire the property. An appraisal commissioned by the County estimated the property's market value at \$20.5 million.

The County's Joint Facilities Advisory Commission recommended purchasing the site to accommodate ART needs, and the Four Mile Run Valley Working Group supported, with caveats, obtaining the properties for storage and servicing of buses and other large County vehicles.

## Off-Street Parking Guidelines Adopted

In November, the County Board adopted off-street residential parking guidelines for new, multi-family residential projects approved by special exception in the Metro corridors. The rules update and standardize the Board's recent practice of approving new projects in the Rosslyn-Ballston and Route 1 corridors with less required parking. They also address eight scenarios for considering reduced parking requirements:

1. Minimum parking requirements for market-rate units ranging from 0.2 to 0.6 spaces per unit depending on distance from the nearest Metro station entrance (ranging from 1/8 to 3/4 of a mile);
2. Minimum parking requirements for 60 percent and 50 percent of AMI or below committed affordable units set at 70 percent and 50 percent of the market-rate minimums respectively;
3. Reductions of up to 50 percent of the minimum parking requirements in exchange for providing bike parking, bike share, and/or car-share amenities on site, in addition to those already required in base Transportation Demand Management (TDM) requirements;
4. A separate minimum visitor parking requirement of 0.05 spaces per unit for the first 200 units;
5. Allowances for shared parking between different land uses in mixed-use projects;
6. Allowances for meeting parking requirements through the dedication of spaces at existing garages located within 800 feet of the new building;
7. Mitigation requirements for provision of excess parking; and
8. Relief from minimum parking requirements for constrained sites.

County staff will use the guidelines to develop recommendations regarding requests for reduced parking for site plan and Unified Commercial Mixed Use Development projects.

The County Board, however, will make the final decision regarding parking ratios for each specific project, and what, if any, enhanced TDM program or other conditions are necessary to alleviate the impact of reduced parking.



## FISCAL SUSTAINABILITY

### *Ensuring Financial Stability through Prudent Use of Fiscal Resources*

#### **Arlington Property Values Up**



Arlington's overall property value consists of a mix of commercial and residential properties, 49.1 and 50.9 percent respectively.

In January, the County announced that Arlington's real estate assessments for 2017 showed a general increase in value of 3 percent over 2016. The 2017 assessment was an estimate of the fair market value as of January 1, 2017, with residential assessments based primarily on neighborhood sales occurring between September 1, 2015 –Aug. 31, 2016.

Real estate assessments are appraisals, or the County's opinion, regarding the value for each parcel, based on generally accepted standards of the real estate appraisal and assessment profession. The average value of an Arlington residence (existing single-family properties, including condominiums, townhouses and detached homes) increased 2.3 percent from \$603,500 in 2016 to \$617,200 in 2017. New construction value was up 0.8 percent and existing real estate value was up 2.2 percent over the same period.

The commercial tax base, which includes office buildings, apartments, hotels and retail, increased 3.6 percent over 2016 for existing properties. Existing office property values were flat, with 0.6 percent growth attributed to new construction.

Apartments, representing just over 40 percent of the commercial tax base, increased 4.5 percent, with over half of the growth from new

construction. Values of general commercial property (including diverse types of retail) increased by 5 percent while hotels increased 15.7 percent.

#### **Fiscal Year 2018 Adopted Budget Increased Real Estate Tax Rate**

The County Board approved a \$1.252 billion General Fund Budget for FY 2018 in April. The budget featured a one and a half-cent increase in the real estate tax rate and increased funding for Metro and Arlington Public Schools. Overall, the budget increased 4.6 percent from the FY 2017 Adopted Budget and reflected the County's commitment to quality schools, Metro, public safety and County employees.

The \$490.3 million provided for Schools was a 5 percent increase over the previous year and included \$6.1 million in one-time funding. For public safety, the Board approved seven new deputy sheriff positions, three more Emergency Communication Center call takers, and three police patrol officers.

The Board also funded two large recruit classes for the Fire Department to meet current needs and to offset future attrition.

The Board invested in Columbia Pike and Lee Highway, noting the importance of these commercial and residential areas outside the Metro corridors. In addition, the Board continued its investment in affordable housing with increased AHIF funding to just over \$15 million for FY 2018.



### **Coveted Triple-AAA Bond Rating Retained for 17<sup>th</sup> Year**

In May, the County announced that the three national credit rating agencies—Fitch, Moody’s and Standard & Poor’s—had once again reaffirmed Arlington’s Aaa/AAA/AAA debt rating. This was the 17<sup>th</sup> consecutive year that the County received the rating, maintaining its place among just 45 counties in the United States to receive the valuation.



Moody’s noted “Conservative budget management with comprehensive financial policies,” and “Sound financial operations with adequate financial flexibility,” in describing the County’s credit strengths. Fitch commented that the County’s “growth prospects are strong, reflecting favorable historical growth trends and ongoing development. Property tax revenues have grown annually, reflecting a combination of timely rate increases during slow tax base growth years and appreciation. The County tax rate remains competitive for the region.”

Additionally, Standard & Poor’s noting the County’s Capital Improvement Plan stated that “The CIP reflects ongoing growth, and although we view it as large, we expect that Arlington County’s debt profile will remain very strong given the County’s formalized debt management policies.”

Maintaining a Aaa/AAA/AAA bond rating ensures that the County will enjoy lower interest rates when it sells General Obligation Public Improvement and Refunding Bonds. It also means that more companies are willing to invest in Arlington’s future and economic well-being.

### **County Issues \$185 million in General Obligation Bonds for County and Schools Projects**

On May 20, the County Board approved the sale of up to \$185 million in General Obligation Public Improvement Bonds and up to \$200 million in bond refinancing. On May 31, the County successfully issued \$185 million of General Obligation Bonds for new County projects at a 2.5 percent average interest rate. The County sold the bonds through a competitive sale, with J.P. Morgan Securities the winning bidder.

Proceeds from the sale of new money bonds will finance projects approved by the County Board, such as the County’s capital contributions to Metro, Neighborhood Conservation projects, parks planning and land acquisition, paving, the Nauck Village Center Action Plan and maintenance projects. The County did not issue refunding bonds due to market conditions at the time of the sale.

### **Preparations Underway for Next Year’s (Fiscal Year 2019) Budget**

The County began the FY 2019 Budget process earlier than ever before. In October, the County Manager presented his FY 2019 budget projections, which show moderate ongoing revenue growth of 2.9 percent in FY 2019 and a growth of 4.0 percent in expenditures. Such a scenario would result in a funding gap ranging from \$10-13 million for the County.

To involve the public in the process, the County hosted a series of roundtable discussions on budget priorities and challenges.

The roundtables brought together residents and the County’s leadership team to explore



funding priorities. The input will help shape the County Manager’s budget proposal. Residents also participated in an interactive online conversation about the new budget.

## ENVIRONMENTAL SUSTAINABILITY

### *Safeguarding the County's Natural Environment for Future Generations*

#### **Chesapeake Bay Preservation Ordinance, Map Updated**

Arlington adopted its Chesapeake Bay Preservation Ordinance and Map in 1992 as elements of the Comprehensive Plan. The ordinance establishes the criteria for designating Resource Protection Areas (RPAs) in the County. In July, the County Board adopted an updated Chesapeake Bay Preservation Area Map and voted to remove the Chesapeake Bay Preservation Ordinance from the County's Comprehensive Plan.

The state requires municipalities along the tidal portion of the Bay and its major tributaries to adopt an ordinance and Comprehensive Plan elements to protect environmentally-sensitive areas adjacent to streams and tidal shorelines, and to maintain a Chesapeake Bay Preservation Area Map depicting the location and extent of such lands. The County last updated the map in 2003.

Staff revised the map to reflect information collected for the Stormwater Master Plan (2014) and the Natural Resource Management Plan (2010) that revealed more accurate and thorough geographic information about the County's water resources.

The map now provides an accurate picture of the extent of the RPA on Arlington properties. It reflects the removal of 280 parcels from RPA designation, and the addition of 196 new properties designated with RPA. Now, the County has 1,439 such designated parcels.



*Four Mile Run Stream in Arlington*

#### **Long Awaited Four Mile Run Restoration Project Completed**

In September, the County celebrated the

completion of the Arlington portion of the Four Mile Run Stream Restoration Project.

The restoration work included naturalization of the stream bank and construction of nine living shoreline features along the edge of the stream that help reduce erosion along the bank, improve water quality and provide habitat for fish and

waterfowl. Native vegetation replaced the stone riprap that used to cover the stream bank, creating a new wildlife habitat and beautifying the channel.

The project also features public art that highlights stormwater outfall pipes underneath the trail, fencing with widgets surrounding the Water Pollution Control Plant and sculpture-like benching along the bike trail.

The undertaking is a key component of the County's Stormwater Management Program and will contribute pollution reduction credits toward Arlington's requirements under the Municipal Separate Storm Sewer System permit. It also meets Corps of Engineers requirements to maintain flood protection, improve pedestrian access to the waterway as well as aquatic and riparian habitat. The City of Alexandria completed a wetland restoration project across the stream as part of the Four Mile Run Restoration Master Plan partnership.

To pay for its share of the overall restoration, the County leveraged Environmental Protection Agency grant funding to offset 55 percent of the total project costs, up to \$1.74 million.

### Three Priority Stormwater Management Projects Finished

The County completed three significant storm sewer upgrade projects during 2017—the West Little Pimmit Run Project, 24th and Rockingham Streets Sanitary and Storm Sewer Upgrade Project and the 9th Road North Storm Sewer Project.

The County's Stormwater Master Plan identified each as a priority project based on historical flooding and insufficient storm sewer capacity in those neighborhoods and the sewer system analysis:

- The West Little Pimmit Run Project, (between Nottingham Street and John Marshall Drive, and North Kensington Street along 33rd Street North), included installation of 1,500 feet of storm sewer pipe and an upgrade to the drinking water main. In addition, the work included installation of two green street rain gardens (one on North Kensington Street and the other on John Marshall Drive) to help filter stormwater runoff. Green street gardens consist of vegetation in the public right of way that reduce the volume of stormwater and stormwater pollutants that enter local streams, the Potomac River and the Chesapeake Bay.
- The 24<sup>th</sup> and Rockingham Streets Sanitary and Storm Sewer Upgrade Project included installation of 850 feet of storm sewer pipe, 14 new storm structures in the area from North Rockingham Street to North Sycamore Street, and an upgraded sanitary sewer pipe.
- The 9<sup>th</sup> Road North Storm Sewer Project, (between North Livingston and North Liberty Street), increased the storm sewer system's capacity in the area to reduce the risk of flooding on private property. It involved installation of 1,690 feet of reinforced concrete storm sewer pipe and structures in the street right of way.

### Recycling Use Increasing

Arlington's recycling rate for Calendar Year 2016 was 46.8 percent thanks to the year-round yard waste collection program that provides for weekly, curbside collection of yard waste (including grass clippings, shrub trimmings, small tree limbs and more) for Arlington single-family homes, duplexes and some townhomes.

The program enjoyed a successful first full year of service. According to waste audits, during the period, the program reduced the amount of yard waste material thrown in the trash (and waste stream) from 26 to 5 percent. The state recognized Arlington's recycling program with the Virginia Governor's Environmental Excellence Award and the Virginia Recycling Association Excellence Award for its year-round yard waste program.

In addition, the County's biannual E-CARE recycling and disposal event, held in October, collected 55,875 pounds of household hazardous materials, 30,000 pounds of used electronics, 700 compact fluorescent bulbs, and 30 cubic yards of scrap metal. An average of 1,159 vehicles an hour came to the event to drop off materials.

E-CARE provides residents the one-stop opportunity to safely dispose of hazardous household materials. Residents can also recycle bikes, small metal items, shoes, clothing and other materials.



*Scene from the October E-Care Recycling, Disposal Event*

## Program to Help Commercial Property Owners Pay for Energy Upgrades is the First in the State

In November, the County Board amended the County Code to create a Commercial Property Assessed Clean Energy (C-PACE) program to help commercial property owners finance energy upgrades. It is the first such program in Virginia,



C-PACE, a part of the County's AIRE initiative, allows property owners to borrow funds for energy

improvements on existing buildings such as installing more efficient air conditioning systems or solar panels.

It is a proven financing tool used to encourage private sector investment in energy use reductions. The program will pre-qualify multiple private sector lenders, enabling commercial property owners to obtain project funding from their selected lender for renewable energy, energy efficiency, and water efficiency improvements and repay the lender over a longer period than conventional loans (up to 25 years). The program allows total financing of a C-PACE project's soft and hard costs, with the potential for no up-front cost to the building owner.

C-PACE is completely voluntary; each participating owner will pay only for the cost of eligible improvements to his or her property, including principal, interest, reserves and administrative costs.

Throughout the initiative's development, staff engaged stakeholders to help shape the program. They discussed various financial incentives and financing options with building owners, real estate brokers and other stakeholders. They also sought feedback from lenders, specialists involved in existing C-PACE programs and other stakeholders to help shape the program. They also provided information to lenders and at meetings of the Environment and Energy Conservation Commission and the National Association for Industrial and Office Parks (NAIOP).

## Work to Support Arlington's Tree Canopy Continues

The County continues to work hard to support its tree canopy. It had a net gain of 312 trees with a 91 percent survival rate for trees planted in the last two years.

The National Arbor Day Foundation designated Arlington as a "Tree City USA" for the 21<sup>st</sup> consecutive year and Arlington also earned its Growth Award for the 17<sup>th</sup> time.

These awards reflect the County's continuing commitment to its urban forest. Beyond providing beauty, shade and homes for wildlife, Arlington trees reduce storm and floodwater runoff by 10,730,168 cubic feet per year, equal to 122 Olympic-sized pools, and remove about 1,235 tons of air pollution per year.

Over the past year, County staff – with help from tree stewards and Arlington Regional Master Naturalist volunteers – have been capturing forestry analysis and benefits assessments using i-Tree, a powerful suite of software tools from the USDA Forest Service.

### Notable Trees Recognized

Arlington has about 755,400 trees of at least 122 species that provide \$6.89 million annually in environmental benefits to the County. In April, the County designated 10 of these trees as Notable Trees:

- Southern Red Oak at 317 N. Thomas St.
- Southern Red Oak at 416 S. Wayne St.
- Pin Oak at 409 N. Thomas St.
- European Linden at 313 S. Cleveland St.
- Cedar of Lebanon at 5701 18th Road N.
- Persimmon at 1101 N. Evergreen St.
- Southern Red Oak at 3557 N. Abingdon St.
- Scarlet Oak at 6223 Lee Highway
- Pignut Hickory at 2608 N. Harrison St.
- American Elm at 5524 4th St. S.

## Nursery Fostering the Return of Native Plants to Arlington

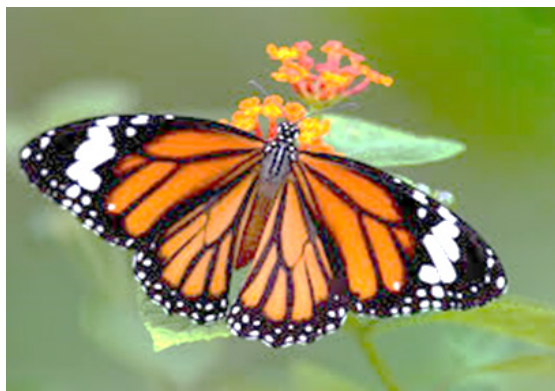
The County expanded its native plant nursery to almost twice its size in this past year to help meet the County's demand for native plants. The County was able to propagate more than 5,600 plants in 2017 (up from 2,000 in 2016) with 1,806 of the plants installed in County restoration plantings.

Through the nursery, the County has returned native species that had disappeared from Arlington to park land as part of the nursery's restoration efforts including Sweet Crabapple, Green Milkweed and an additional colony of the state-rare Frosted Hawthorn.

Through a partnership with Dominion Energy and NOVA Parks, community volunteers planted nearly 500 native plants on a 2,200-square foot patch of land along the Washington & Old Dominion Trail near Bluemont Park in June in honor of National Pollinator Week.

The work transformed the space into a Pollinator Patch and certified Monarch Way Station for Arlington's pollinators and residents to enjoy. The County Board's "Monarch Pledge" and implementation helped sustain this iconic butterfly in the County as well as other pollinators.

The patch will include only native plants as studies show that native plants are four or more times more attractive than exotic plants to native pollinators and wildlife.



*Arlington's Pollinator Patch Attracts Monarch Butterflies Such as the One Shown Here*

## Reforestation Used to Mitigate Stormwater Runoff



The County awarded a contract for the renovation of Woodlawn Park in 2016. As part of the renovation, completed in March, the County, for the first time, used reforestation as mitigation for stormwater run-off in a resource protection area.

The effort included moving the play areas away from the creek and planting a variety of native trees, shrubs and perennials in the area along the stream. Workers also removed invasive plants and installed new site furnishings. The invasive plant removal is a five-year plan that began in May 2014. A federal grant funded a portion of the reforestation.

The success of the Woodlawn effort led to the County installing a permeable paving system at High View Park, and a pervious paving system with 40 percent recycled glass content at Fairlington Community Center, both to provide stormwater management.

## Landscaping Crews Caring for More Property

In 2017, staff landscaped 432,523 square feet of County property, up from 392,606 square feet the previous year. The work included installing and maintaining landscaping in parks, street islands and the grounds of community centers. Currently, crews maintain 129 landscape installations throughout Arlington.

## PUBLIC SAFETY

### *Fostering Relationships, Keeping Us Safe*

#### **Last Property Acquired for Temporary Fire Station No. 8**

In December 2016 and January 2017, the County Manager recommended the acquisition of three properties at 2211, 2215, and 2217 N. Culpeper St. to accommodate the temporary location for Fire Station No. 8. The County purchased the 2211 and 2217 N. Culpeper St. sites in 2016.

In January, the County obtained permission to purchase the third and final parcel property at 2215 N. Culpeper St., clearing the way for the County to build a new Fire Station No. 8 at its current location, as recommended by the Fire Station No. 8 Task Force. The FY 2017-2026 Capital Improvement Plan includes funding for the project.

Acquisition of the property permits location of the temporary station directly behind the old station. It also allows the bay for fire apparatus to be located closer to the temporary station and further away from the construction of the new facility, which will decrease the Fire Department's response times, and lower the construction cost of the temporary bay, as well as the construction cost of the covered paths between the location of the temporary housing and the bays.

The County also has more flexibility in construction of the new fire station with ownership of the property as it decreases possible construction problems and potential schedule delays, change orders and safety risks. The property also provides more flexibility in the design of the new station as well as the relocation of a fuel island located on the site of the former station.

Further, in December, the County Board approved a GLUP amendment and rezoning of the three properties mentioned above to permit the County's intended use of the sites.



*Fire Station No. 8, 4845 Lee Highway*

#### **County Joins City of Alexandria for A Shared Next Generation 9-1-1 System**

In October, the County Board approved entering into an agreement with the City of Alexandria for the procurement and ongoing support for Next Generation 9-1-1 (NG 9-1-1) call processing technology.

The National Capital Region established goals for NG 9-1-1 phone systems that focus on interoperability and improved efficiency in the handling of 9-1-1 calls to enhance operational standards and increase public safety in the region.

The agreement covers the planning, design, procurement, installation, configuration, operation and lifecycle management of a new shared system to support interoperability, improve call processing efficiency and public safety emergency response. Both jurisdictions have planned for and allocated funding to improve their 9-1-1 call processing systems.

The system will allow each locality to receive and process their respective emergency and non-emergency telephone calls from either jurisdiction's primary and backup 9-1-1 Center during a system/facility failure or an evacuation.

### The Clarendon Initiative—Building Relationships to Increase Public Safety

The Arlington Police Department began its Clarendon Initiative to address public safety issues, foster relationships and cooperation with businesses, and raise the standards of restaurants that serve alcohol. The goal of the initiative is to develop strategies that will maintain Clarendon as a safe destination for nightlife and entertainment.

Under the initiative, the Police Department provides training for restaurant workers in areas such as responsible alcohol service, fake identification detection, civil liability and public safety expectations.

The Clarendon Initiative, since its inception, has led to the identification and confiscation of more than 1,000 fake identifications, including 142 collected from January to March 2017. Increased police presence in the area on weekend evenings has significantly decreased the number of arrests per weekend shift. From April-June 2017, on average, there was less than one (0.76) arrest per weekend shift, with a total of 19 arrests during the entire period. This compares to the 49 arrests made during the same period in 2016.

In 2017, the Department also hosted several outreach events in the Clarendon area, including an anti-drunk driving event promoting responsible consumption of alcohol and “Conversation with a Cop” events to promote police-community partnerships. There is an overall positive response and sentiment towards the initiative among restaurant owners, staff, police officers and community members, indicating a positive change in Clarendon’s nightlife culture.

The Clarendon area has become the model for other areas of the county where nightlife is expanding. Establishing long-term partnerships between the County, restaurants, and the community increases public safety and economic viability.

In face of this success, the Department is developing the Arlington Restaurant Initiative to provide all restaurants throughout the county a formalized program to promote best practices and

raise compliance with the law. The County also offers training on sexual assault intervention techniques for restaurant staff through the Bar Bystander Program, a joint venture of Arlington’s Project Peace, Arlington Commonwealth Attorney’s Office, Arlington Victim-Witness Program and Doorways.



*Arlington County Police Officers and Residents During a “Conversation with A Cop” Event at a Clarendon Restaurant*

### Remembering Corporal Harvey Snook

During the observance of Peace Officers Memorial Day on May 10, the County added the name of Corporal Harvey Snook to the memorial statue located in the Justice Center Plaza.

Corporal Snook was the County’s seventh fallen hero to die in the line of duty. The statue preserves the memories of the officers who have made the ultimate sacrifice in service to Arlington County.

Corporal Snook died on January 14, 2016, as the result of cancer contracted while working in the recovery efforts at the Pentagon following the September 11, 2001, terrorist attack. He responded to the Pentagon after American Airlines Flight 77 struck the building at 9:38 am. and remained working at the site for the following week collecting evidence and victim remains.

## **Safe Bicycling Initiative Rolls into Its Second Year**



*Arlington County Police and Bike Arlington Staff on a Bike Ride Through Crystal City*

In March and April 2017, the Police Department, in partnership with Bike Arlington, conducted the second annual spring Safe Bicycling Initiative (SBI) as part of the ongoing effort to make Arlington a safe place to ride a bicycle.

The initiative has a two-fold approach: education and enforcement. From March 27 thru April 4, officers spent time in the community focusing on bicyclists and the way motorists interact with them. The initiative began with educating motorists and bicyclists on traffic laws that apply to bicycling, specifically those that help to reduce crashes, and then shifted to include targeted enforcement throughout Arlington.

The targeted enforcement resulted in numerous citations issued to both bicyclists and motorists, all of which served as an opportunity for police to increase awareness of the SBI and related traffic laws.

As part of the SBI, BikeArlington also led an on-bike educational opportunity for Chief M. Jay Farr, Deputy Chief of Operations Andy Penn and other members of the department to highlight local infrastructure and first-hand experiences of what it is like to ride a bike on Arlington's busy streets and how the riding environment differs greatly throughout Arlington.

## **Summer Programs Identify Future Leaders, First Responders**

During the summer, the Police Department hosted the first Summer Teen Enrichment Program (AC S.T.E.P.) for rising 8th and 9th graders identified by their schools and/or School Resource Officer (SRO) for their potential leadership qualities.

The program provided participants positive experiences and mentorship through a three-week program focused on developing leadership and smart decision-making skills. The participants also joined in on discussions on the dangers of risky behaviors, lifestyle skills important to employment, mental health and finances, all to promote healthy lifestyles through team building, leadership activities and self-confidence.

Throughout the three-week program, students spent time interacting with and learning from the School Resource Officers, other staff from the Police Department, county agencies and community leaders in various activities. Students also worked with the SROs to develop and execute a community service project. In all, 17 students completed the program. Upon graduation, the program paired each student with a Resource Officer who will serve as their mentor for the remainder of the students' time in the APS system.



*Participants in the Summer Teen Enrichment Program*

*(Continues on the next page)*

In addition, the Department of Public Safety Communications and Emergency Management's (DPSCEM) summer camp program, called HERRricane Arlington, for girls ages 13-17, provided 25 participants disaster response skills. The program also introduced them to careers in emergency management.

HERRricane Arlington received broad support from multiple County agencies; regional partners, including the American Red Cross, APS, and the Virginia Department of Emergency Management; and private sector partners and local businesses.



*HERRricane Arlington Participants at Work*

### **Police, Fire & Sheriff Join Forces for Summer Block Party**

In August, the Police and Fire Departments and the Sheriff's Office collaborated to host the 2017 Arlington Police, Fire & Sheriff Block Party at Kenmore Middle School. The third annual event gave the County's public safety agencies an opportunity to thank the community for its support. The free event also offered residents a chance to get to know the men and women who serve and protect their community and learn about the operations and functions of each department and their equipment.

About 6,500 visitors took in the event's attractions, displays, games and free food, almost double the turnout in 2016. The attendance is indicative of the interest the community has in the public safety departments and the value of the developing trust and confidence with those they serve. It also highlights the importance of ongoing community engagement.

The agencies widely publicized the event, as well as local media outlets. News outlets across the country featured the "Water Too" promotional video that went viral.

The video featured the Third District Community

Policing Team performing a synchronized swimming routine, which to date, has attracted more than 100,000 views across the Police Department's social media accounts, shared more than 700 times on Facebook, and attracted over 2 million views nationally. Also, the Police Department participated in live demonstrations with local news outlets highlighting activities planned for the event including a distracted driving course and "15 Minutes Behind the Badge" exercise.



*Still Shot from the Viral, "Water Too" Video Promoting the 2017 Police, Fire and Sheriff Block Party*

### **Fire Safe 2017—Firefighters Provide Door-to-Door Fire Prevention Tools**

For more than two years, firefighters have canvassed neighborhoods offering smoke alarm inspections, new batteries and new devices when needed.

In 2017, firefighters spent 23 days visiting 5,758 homes. Of that number, they left door hangers at 3,995 homes as no one answered the door; installed equipment (597 smoke alarms and 187 batteries) at 361 homes; and found 1,016 homes with working smoke alarms and not needing service. At 426 homes, the residents refused all service. Prior to the Fire Safe program, the Fire Department installed smoke alarms on request, but few homeowners took advantage of the offer.

## New Firefighters Join the Ranks



*Recruit Class 74 on Graduation Day*

In August, the Fire Department welcomed the graduates of Recruit Class 74 to its ranks. These 18 new firefighters have matriculated into the field and are now working to become proficient members of their crews. Their arrival was a welcome boost to the department.

In October, the department welcomed Recruit Class 75. With 34 recruits, it is the largest class in the Department's history. The next 28 weeks will represent a huge undertaking for the Training Academy cadre.

In addition, this year the Department welcomed six new paramedics and have an additional 13 in training. While all the Department's fire personnel are firefighter/EMT-Bs, becoming a paramedic involves a two-year training process and a six-month probationary period.

## Implementation of Statewide Emergency Call Tracking System in Progress

The Department of Public Safety Communications and Emergency Management (DPSCEM) is participating in a statewide implementation of the Emergency Call Tracking System (ECaTS), which, per the Virginia Information Technologies Agency, "collects 9-1-1 call data at PSAPs [9-1-1 Centers] and provides consolidated, web-based reporting."

The goal is to "utilize the capabilities and reports of emergency call tracking systems for studies to optimize call routing and delivery, and to monitor the overall efficiency of the 9-1-1 network." An ECaTS provides a variety of metrics and, in

collaboration with the County's Emergency Communications Center, began collecting call data from the Arlington County 9-1-1 telephone system in January of 2017.

## County Refreshes Storm Ready Certification

This year, the DPSCEM staff worked with the National Weather Service office in Sterling to refresh the County's Storm Ready status originally granted in 2010. For recognition as a StormReady community, the department demonstrated, among other items, that Arlington County:

- Has an established system, with redundant methods, to receive and relay National Weather Service warnings to the public, 24 hours a day.
- Addresses hazardous weather in its Emergency Operations Plan.
- Provides hazardous weather education and outreach to the public, including a Skywarn Weather Spotter network.
- Maintains a strong working relationship with the local National Weather Service office, in Sterling, Va.
- Has the capability to monitor local weather observation data for hazardous conditions.

The 2017 StormReady approval process also included a deeper dive to ensure robust weather monitoring and alerting capabilities in the Emergency Operation Center (9-1-1) and at Arlington Public Schools.

DPSCEM staff worked with the Center and schools to ensure the right compliment of weather radios and communications plans were in place.



## Emergency Medical Dispatch Card System Updated

Arlington adopted the Association of Public-Safety Communications Officials (APCO) Emergency Medical Dispatch (EMD) program in 2008.

During the spring and summer of 2017, the County reviewed the program to ensure that it aligned with medical response protocols implemented by the Arlington County Fire Department, Arlington County Medical Director, and CPR protocol standards set by the American Heart Association.

To make the necessary updates, staff worked with the Arlington County Medical Director, the Assistant Medical Director and a physician from the Virginia Hospital Center. They also collaborated with representatives from APCO and other County staff to finalize the purchase of the new APCO EMD Guide cards. Staff began using the cards in the fall.

## Wild, Exotic Animals Banned as Pets

In September, the County adopted amendments to Chapter 2 of the County Code to prohibit or, under specific circumstances, require registration of the presence of wild and exotic animals in Arlington County.

The amendments include prohibiting wild and exotic animals in Arlington, with certain exceptions and allowing residents, under specific circumstances, to register such animals already present in the County prior to the effective date of the code change. They also clarified which animals the County lawfully permits.

The code changes were necessary to protect both residents and animals from harm and reduce the likelihood of mistreatment of such animals. They also support public safety professionals by removing potential threats when responding to a residence and align Arlington with neighboring jurisdictions.

Further, they allow local Animal Control Officers to enforce the exotic animal provisions of the Code. Before the Board's action only Virginia Department



*The New Rules Regarding Exotic Animals Prohibit Emus and Other Birds in the Ratite Group*

of Game and Inland Fisheries personnel could enforce exotic animal regulations.

Prior to the County Board's approval of the code changes, for almost a year, staff solicited input from community members and key stakeholders including animal control officers, exotic animal veterinarians, animal rescue and welfare organizations, nearby jurisdictions, nature centers, and animal conservation and advocacy organizations.

The Animal Welfare League of Arlington and animal control officers along with the Humane Society of America and the Virginia Federation of Humane Societies all supported the changes.

The request to amend the ordinance originated from community appeals to modify the code in key areas, particularly relating to exotic animals and reptiles, including snakes.

## County & School Collaboration

### *Joining Forces to Provide Arlington Students a Quality Education*

#### **The Joint Facilities Advisory Commission (JFAC) Gets to Work**

The mission of the Joint Facilities Advisory Commission (JFAC) is to provide input to the County Board and School Board on capital facilities needs assessment, capital improvement plans and long-range facility planning. The group, assisted by staff, began meeting regularly in January 2017.

In February, the group conducted a tour of Arlington sites that illustrate current conditions or could help the County Government and APS resolve pressing capital facility needs. The purpose of the trip was to help commissioners familiarize themselves with some key properties and sites, and to see first-hand some of the County's essential operational and support service needs. The group visited the Buck property, Virginia Hospital Center-owned sites, Arcland property on Shirlington Road and the Trades Center.

In May, JFAC sponsored a public forum at Wakefield High School to review and obtain public input on five scenarios for possible public uses for the Buck property, at 1425, 1429, 1435 and 1439 N. Quincy St., and the Virginia Hospital Center site at 601 S. Carlin Springs Road. The group also held an open house at Courthouse Plaza and hosted an online survey to provide additional opportunities for public review of the options.

In June, during a work session with the County Board and Arlington School Board, the commission received direction to work with staff to further study three scenarios: one at the Buck site and two at the Carlin Springs site.

In November, the County finalized the purchase of the Buck site and elected to acquire the Carlin Springs location (*See page 44 for details.*)

This further study, Phase 3 of the Use Determination Process as defined in the Community Facilities Study, requires more detailed analyses of the use considerations developed by JFAC.

#### **New Wilson School Approved**



*Artist Rendering of the New Wilson School*

In February, the County Board approved the School Board's use permit request to replace the existing school at 1601 Wilson Blvd.

The new, 775-seat school will house the H-B Woodlawn Secondary Program, the Stratford Program, ESOL/HILT and Asperger's Program. It will be five-stories tall, with an athletic field built directly to its north. There will be 100 dedicated parking spaces provided in the private redevelopment project (Penzance) directly adjacent to the Wilson School site.

The project is part of the School Board's 2015-2024 Capital Improvement Plan, which includes funding for a new secondary school to open by September 2019 to accommodate increased enrollment.

The public engagement process for the project covered several years, including the community process to establish the vision and goals for the Western Rosslyn area and 10 public meetings to discuss the concept and schematic design. The County's Public Facilities Review Committee, Historical and Landmarks Review Board, and the Parks and Recreation, Urban Forestry, Environment and Energy Conservation, Transportation, and the Planning Commissions all reviewed the use permit. In addition, the School Board and Building Level Planning Committee reviewed and approved the concept and schematic designs for the project.

## Stratford School Expansion Authorized



*Artist Rendering of the Stratford School Expansion*

In March, APS gained County Board approval of its use permit request for an approximately 40,000-square foot addition to the west side of the existing Stratford School building at 4100 Vacation Lane. Once the work is complete, Stratford Middle School will be a 1,000-seat neighborhood school.

Features of the addition include a new library, an auxiliary gym, core classrooms, science labs and other teaching spaces and a new student commons area.

Other elements include a private driveway extending from Vacation Lane across the site to Old Dominion Road for a student drop-off and pick-up area, a re-graded playing field. The school system agreed to study the feasibility of redesigning the athletic field to accommodate Ultimate Frisbee competition.

The Board also endorsed expansion of the existing Stratford School historic district; a Certificate of Appropriateness for the new addition; a re-subdivision and conveyance of property; and vacations of existing right of way.

The public review process for the addition spanned over two years beginning in April 2015 and included nearly 60 public meetings. Also, the Public Facilities Review Committee and Building Level Planning Committee, the Historical Affairs and Landmark Review Board, and the Parks and Recreation, Sports, Environmental and Energy Conservation, Urban Forestry, Transportation and Planning Commissions all reviewed the project before County Board consideration.

## New School at Thomas Jefferson Approved

In April, the County Board approved the School Board's request for a ground lease and use permit for a new elementary school, parking garage and associated facilities at 125 S. Old Glebe Road, the location of the existing Thomas Jefferson Middle School.

The new school site is County-owned property located on the western side of the existing school and currently used as a surface parking lot. The ground lease allows the school system to use the site for construction and operation of the new elementary school and an integrated parking garage for 75 years.

APS is solely responsible for all utilities and maintenance costs related to the improvements, except for the shared use parking garage, including all charges for utilities, trash, recycling, telecommunication, security, maintenance, repair, and replacement of the improvements.

The new multi-story school will have a gym that opens to create an outdoor theater, play areas made available to the public outside of school hours and an underground parking garage with 214 parking spaces.

The Board's action completes a multi-year deliberation for a new site for the school that began in 2014, and an extensive community engagement process initiated in 2016. Additionally, the Parks and Recreation, Environmental and Energy Conservation, Urban Forestry, Transportation and Planning Commissions all reviewed the school's design prior to the Board's consideration.



*Rendering of the New School at Thomas Jefferson*

## CAPITAL PROJECTS

### *PLANNING, CONSTRUCTING, MAINTAINING FACILITIES & INFRASTRUCTURE*

#### **New Lubber Run Center Moving Closer to Reality**

In September, the County took another step toward the replacement of the Lubber Run Center, at 300 N. Park Drive, with the County Board's approval of the new building's conceptual design. Thanks to that action, the design firm, VMDO, Inc., hired for the project was free to begin planning and designing the new facility and its surrounding park amenities.



*Lubber Run Center Today*

Also in September, the Board approved a \$39,960,000 contract to MCN Build, Inc. to provide Construction Management at Risk (CMAR) Services for the project.

CMAR is an innovative design and construction process used by the County that better controls project delivery by allowing early builder input on costs, schedule, value, and quality.

As currently envisioned, the new building will provide programs for youth, adults and seniors including a pre-school, senior center, gymnasium, fitness center and multi-purpose rooms for recreation programming and community use. It

also will house about 70 County employees and provide one level of structured parking. The project also includes replacement of the surrounding park facilities including the playground, lighted volleyball and multi-purpose courts, picnic shelter, casual use space, seating plazas and site amenities. The building and site design optimizes the site's green space and preserves as many existing trees as possible.

The community engagement process for the center's design began in February with nearly 200 people attending the kick-off meeting. Others could make their views known through online and outreach surveys and at any of the several work sessions held with the County Board. Staff also obtained input from preschool parents, elementary, teen and senior program participants, and nearby Gates of Ballston residents.

In July, the County held a fourth community meeting attended by 60 people. During that meeting, staff presented the final concept building design and conducted a more in-depth review of the park design. A total of 65 individuals responded to follow-up online and in person surveys. Staff also hosted a site walk with 20 people.

In addition, the Public Facilities Review, Parks and Recreation and Environment and Energy Conservation Commissions all reviewed the project.



*Rendering of the Future Lubber Run Facility*

The Board included the project in the FY 2015-2024 CIP at \$28 million, and increased the estimate in the FY 2017-2026 CIP to \$47.860 million to reflect the approved scope and updated cost estimates. The total budget for the project stands at \$47.860 million.

## Long Bridge Park Back on Track

The County Manager announced in April that the County would move forward with building the second phase of Long Bridge Park. The project would feature a scaled-down Aquatic, Health & Fitness facility while offering the core programs recommended by the Long Bridge Park Advisory Committee and adopted by the County Board.

In November, the County Board awarded a \$60 million contract for Design-Build services to Coakley & Williams Construction, Inc. The action brings to end more than a decade of public engagement and planning for this portion of the park known as Phase 2. The Design-Build process establishes a budget at the outset of the task, which the contractor must not exceed.

Another aspect of the practice was the procurement process that the County used to narrow the field of firms competing for the contract. Four firms met the County's design criteria that included very detailed specifications on things such as materials, equipment, lighting and mechanical systems, and descriptions of the various rooms in the facility. The Selection Advisory Committee, comprised of six staff and a community representative from the Long Bridge Park Advisory Committee, provided their recommendation to the County Manager based on written proposals, oral interviews, review of concepts, public feedback and negotiations.

The project will include environmental remediation, continuation of the existing Esplanade, public gathering areas and casual use space, rain garden(s), parking and other associated infrastructure. The Aquatics, Health & Fitness facility will include a 50-meter pool with 1-, 3-, and 5-meter diving; family/leisure pool; health and fitness spaces; group exercise rooms; a community room; staff offices and associated support spaces.

Coakley will complete the design and construction documents through 2018. Construction may start as early as July 2018. Under the Design-Build process, construction may begin before finalizing the construction drawings, which offers the potential for reduced overall project duration and cost.



*Rendering of the Long Bridge Aquatic, Health & Fitness Facility*

## Nearly \$8 Million Awarded for Park Improvement Contracts

During the year, the County allocated nearly \$8 million for five park improvement projects. They include playground upgrades, construction of picnic pavilions, conversion of athletic fields and more.

In April, the County Board awarded a \$620,404 contract for playground improvements at Oakgrove Park at 4012 17th St. N. A Neighborhood Conservation project, the work will replace the existing tot lot and add play equipment for the 5-12 age group. Improvements include new playground equipment, replacement of the picnic shelter, ADA accessibility improvements, site furnishings, landscaping and stormwater management. The Cherrydale Civic Association proposed the project and its members were involved in the approval process for the final design.

The Board also voted in April to award a \$1,247,392 for improvements at Tyrol Hills Park, located at 5101 7th Road S. The project involves the construction of a restroom/picnic pavilion and futsal court, site clearing, earthwork, drainage, underground stormwater management facilities, concrete and asphalt work, permeable pavers, and site furnishings. It is the fourth, and final phase of the Tyrol Hills Park Master Plan. Community outreach included an on-line survey, placement of an idea board/kiosk at the park, door-to-door distribution of project information and two community presentations.

*(Continues on the next page)*

Conversion of the diamond athletic field at Gunston Park, at 1401 28th St. S., from natural grass to synthetic turf was the third project endorsed in April. The County originally designated \$1.433 million for the field as part of the FY 2016 Pay-As-You-Go budget adoption for maintenance of the field that retained the grass turf. However, with the addition of another \$370,000 (which included a \$180,000 contribution from the Arlington Sports Foundation and a \$190,000 allocation from the County's Diamond Field Fund) the County opted for synthetic turf instead at \$1,623,000 in County funding. Converting the field will allow for year-round play and add almost 880 new possible playing hours to this field.

July saw the County Board vote to approve a \$2,387,000 contract award to Meridian Construction Company, Inc. for renovation of Stratford Park at 4321 Old Dominion Drive. The park will receive a new diamond field, complete with new dugouts, backstop, bullpens, batting cage, fencing and spectator seating; and updated basketball and tennis courts. There also will be a new picnic area, new lighting and improved pedestrian access from 23rd Street.

FieldTurf USA, Inc. received a \$521,400.00 contract in July to replace the synthetic turf field at Thomas Jefferson Park Community Field at 3501 S. 2<sup>nd</sup> St. The County will use a replacement turf that consists of Ethylene Propylene Diene Monomer and not recycled materials. It resembles crumb rubber and plays like crumb rubber.

To close out the year, the Board in December approved a \$1.9 million contract with the Bennett Group, Inc. for the final renovations for Fairlington Park. The project will include a playground for both 2-5 and 5-12-year-olds, outdoor fitness equipment, a picnic area, site circulation with ADA accessibility, site furnishings, landscaping, and drainage, and stormwater management improvements.

## Completed Park Projects

The County leverages several different funding sources to build, upgrade or renovate park projects including the Parks Maintenance Capital and Neighborhood Conservation Programs and the Synthetic Turf Fund. Below are highlights of the park projects completed in 2017.

- **Bluemont Park Athletic Field and Trail Improvements at 601 N Manchester St.:** As part of the Parks Maintenance Capital Program, the County renovated diamond Field No. 3 up to current standards and added a filter strip with 90 trees to reduce stormwater runoff. Typically, the County fences diamond fields to improve safety and play; however, it reduced the amount of fencing in response to community concerns about the renovations. The County also created a Safe Routes to School trail connector from the park to Ashlawn Elementary School.
- **High View Park Athletic Field, Restroom/Storage, Picnic Shelter and Plaza at 1938 N. Dinwiddie St.:** The County completed the park's Phase 2 improvements that included updating the entrance from North Dinwiddie Street with new pavement and landscaping, and installing a new picnic structure with tables and benches. Other improvements include improved access to the basketball court, new stairs, a new walkway

and a new fence and gates along North Cameron Street, re-sodding and re-grading of the grass field, installation of an irrigation system and the addition of trees, shrubs and other plants. Funds from the Parks Maintenance Capital Program paid for the upgrades.

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*Highview Park*



*Wakefield High School*

- Wakefield High School Stadium Lights at 4901 S. Chesterfield Road: This project involved replacing six stadium light poles with four new poles with LED lights in partnership with APS. This was the first use of LED lighting on an Arlington athletic field. The County funded its share of the project through the Parks Maintenance Capital Program.
- Thomas Jefferson Park Synthetic Field at 3501 S. 2<sup>nd</sup> St.: This joint County and APS project replaced the synthetic turf community field with dual-fiber synthetic turf with EPDM infill. The work also included site improvements. The County used funding from the Synthetic Turf Program to pay its costs.
- Chestnut Hills Park Fencing and Frontage Improvements at 2807 N. Harrison St.: This Neighborhood Conservation project provided for a new fence, four gates for stroller passing zones, a new enclosure and location for a portable restroom, pervious circulation pathways, and new benches and trash cans flanking the new walkways.
- Barcroft Sports & Fitness Center Gymnastics Program Expansion, 4200 S. Arlington Mill Drive: This project expanded the center's gymnastics program into a second gym at the center. The added space allowed the program to offer 45 percent more classes and will allow it to increase the number of its teams up to 20 percent. Also, the County now has the capacity to expand into new areas of the sport such as rhythmic gymnastics.

## Neighborhood Conservation Projects Completed, Approved

Since 1964, the County's Neighborhood Conservation (NC) Program has provided funds for community improvement projects. The County completed 10 NC projects in 2017.

They include five street improvement projects (at Williamsburg Boulevard, 20<sup>th</sup> Street North, South Fern Street, 19<sup>th</sup> Road North and South Lang Street), one streetlight installation (on 5<sup>th</sup> Street South), two parks (Woodlawn and Chestnut Hills) and the installation of two neighborhood signs (Arlington Mill and Long Branch Creek).

Additionally, five new projects, totaling \$5.5 million, won County Board approval in May. They are the first projects funded by proceeds from the \$12 million voter-approved 2016 Neighborhood Conservation Bond.

They include neighborhood signage for Long Branch Creek; street improvements in Fairlington, Penrose and Waycroft Woodlawn; and new street lights in Foxcroft Heights.

All five projects, submitted by residents and approved by their civic associations, underwent a review by County staff and the Neighborhood Conservation Advisory Committee (NCAC) before coming to the County Board for approval. The NCAC considered 31 projects at its December 8, 2016, meeting and voted to recommend the five projects for funding.



*A Neighborhood Sign*

## County Facilities Upgraded

A key component of the County's Capital Program is the maintenance and upgrade of County buildings and facilities. Some of the work in 2017 included:

- Building 2020 Garage and Elevator Upgrades, 2020 14 th St. N.: This project included renovation of the four-level garage, including concrete repairs and modernization of two of the building's elevators. Completed in May at \$1.55 million, the project is part of a phased approach to upgrade the facility to prepare for occupancy in 2018.
- ADA Upgrades at the Cultural Affairs Building, 3700 S. Four Mile Run Drive: This work, completed in February for \$473,000, remedied the building's accessibility deficiencies and added interior and exterior access ramps and automatic door openers.
- Aurora Hills Community and Senior Center and Library Upgrades, 735 18th St. S.: Interior upgrades to the Senior Center included a new kitchen, flooring and replacement of the reception desk. The library upgrade included breakroom upgrades, flooring, paint, a new circulation desk and updating the lobby restrooms. The construction, completed in May, cost \$778,000.
- Trades Center Parking Garage, 2700 S. Taylor St.: The County built a third deck onto the parking garage to add 149 parking spaces increasing the total capacity to 298 vehicles. The work, completed in the fall for \$5.15 million, also created more space for equipment to support the County's core services.



*The Trades Center Garage*



*Arlington County Childcare Playground*

- Arlington County Childcare Playground, 1915 N. Uhle St.: The County installed a new wooden enclosure and gate along with upgrades to the retaining wall, including a draining system surrounding the playground. Additionally, the work, completed in February for \$328,000, included installation of new concrete stairs to meet ADA requirements and replacement of the playground's mulch surface with a new rubberized surface material for a safer play environment.
- HVAC Upgrades at the Water Pollution Control Plant, 530 31st St. S: The County replaced the plant's existing HVAC system in the Operations Control Building, which was at the end of its useful life. The new energy efficient HVAC system can simultaneously heat or cool any zone in the building throughout the year. In addition, new exterior windows replaced the existing windows and interior glass partitions that had asbestos in the glazing. The County completed construction in October for \$3.7 million.
- Independence House, 1727 N. Fairfax Drive: The County created new facility for a transitional living program for Arlington County residents recovering from substance abuse. The building, completed in January, consists of five floors, including a main level garage, commercial kitchen, office, meeting rooms, manager's suite, laundry facilities and 14 residential rooms with private bathrooms. A developer contribution of \$5,768,747 paid for the new facility, while the County's cost was \$220,000.

## Nearly \$20 Million in Contracts Awarded for Transportation Improvement Projects



*The Five Points Intersection as It Stands Today. The Board Approved a Contract for Upgrades in April*

The County awarded seven contracts totaling \$19,587,728 (including contingency funds) during the year for transportation safety improvement projects.

In April, the County Board awarded a \$1,682,510 contract for the construction of streetscape improvements at the Five Points Intersection of Lee Highway, Military Road, Old Dominion Drive and North Quincy Street. The project includes construction of new concrete curb and gutter, sidewalk, driveways, asphalt pavement, street lighting, traffic signals, pavement markings, upgrading traffic signal equipment, adding bike lanes, and more. The public engagement process for this project began in November 2011 and concluded this spring with a community meeting to share the project's final designs with the public.

In May, the Board awarded a \$838,735 contract for construction of safety improvements at the intersection of Arlington Boulevard and Irving Street. The work will replace the existing traffic signal, upgrade street lighting, enhance pedestrian safety, and provide new bus stop facilities. Other elements include the installation of curb and gutter, sidewalk, a retaining wall, storm sewer structures and a new traffic signal. Staff presented the project's design to the Arlington Heights and Ashton Heights Civic Associations and the Bicycle and Pedestrian Advisory Committees.

In June, the County received approval to award a \$358,422 to Fort Myer Construction Corporation for the repair of three Rosslyn bridges: The North Nash Street Pedestrian Bridge south of Key Boulevard, the 17th Street North Bridge over Fort Myer Drive, and the Fort Myer Drive Pedestrian Bridge north of Wilson Boulevard. The work will prevent further deterioration of the structures and extend their life-span.

Also, in June, the Sagres Construction Corporation received a \$1,721,271 contract for a street improvement project on Arlington Boulevard at the Park Drive and Manchester Street intersections. The planned work includes the construction of new concrete curbs and gutters, sidewalks, asphalt pavement, storm drain inlets/pipe, traffic signals and pavement markings. Staff presented the project and sent notification letters and emails to the nearby Arlington Forest, Glencarlyn, and Boulevard Manor Civic Associations during the project's design phase.



*North Sycamore Street*

In July, the County Board approved contracts totaling \$7,096,983 for two projects. The first was a \$1,416,525 contract to A&M Concrete Corporation for the NC Program street improvement project along North Sycamore Street (from 26th Street North to Williamsburg Boulevard). The design includes reduced travel lanes, new medians with trees, new curb extensions, accessible curb ramps, bike and parking lanes, consolidation and relocation of bus stops and storm sewer improvements.

*(Continues on the next page)*

For the second project, the Rustler Construction, Inc. received a \$6,971,080 contract for the replacement of the Carlin Springs Road Bridge over North George Mason Drive and installation of adjacent Sanitary Sewer on Carlin Springs Road between North Abingdon Street and North George Mason Drive. The project includes replacement of the existing bridge superstructure, addition of curb-cut ramps and crosswalks, and improved signage and pavement markings. It also includes construction of a new 30-inch sanitary sewer and other work incidental to completion of the project.



*The Existing Carlin Springs Road Bridge*

In September, Neuber Environmental Services, Inc. received a \$6,599,184 contract for the South Clark Street Demolition & Traffic Signal Project between 12th Street South and 20th Street South. The project's work will remove the elevated South Clark Street roadway from 12<sup>th</sup> Street South to 20<sup>th</sup> Street South to normalize the street network and create more development space in the Crystal City area in accordance with the Crystal City Sector Plan. The project also will upgrade the traffic signals at the intersection of 20th Street South and Route 1.

Staff provided updates on the design and the procurement process to the Crystal City BID, including JGB-Smith (formerly Vornado), the primary stakeholder affected by this project. The County project manager will continue to directly update the immediate stakeholders on the progress and the County will issue alerts and updates throughout the construction.

## Land Acquisitions Completed

The County completed four key land purchases during the year:

In October, the County acquired 2920 S. Glebe Road for relocation of the Head Start Program from 1800 N. Edison St. in preparation for transfer of the site to Virginia Hospital. The facility will house Head Start exclusively. Designs for the facility began in June and staff anticipates construction beginning in winter 2018. The project budget including acquisition is \$10.8 million.

In November, the County finalized the acquisition of the three-parcel, six-acre Buck Property site at 1425, 1429, 1435 and 1439 N. Quincy St., directly across the street from Washington-Lee High School, for \$30 million. The County also elected to acquire the Virginia Hospital Center site at 601 S. Carlin Springs Road as part of a land deal with Virginia Hospital Center in exchange for the County's Edison Street property. The decision to acquire both sites followed a review and endorsement by the JFAC and the community at large. The County will undertake an extensive public process to inform recommendations for long-term uses for each location.

To end the year, in December, the Board approved the \$1.235 million purchase of a vacant lot and adjacent parcel, with a small house, to create a new park on 20th Street South. The land will add much-needed park space in the Pentagon City area.



*The Buck Site Looking East*

## Civic Involvement & Inclusion

### *Creating Avenues for Public Engagement, Participation*

#### **New Tools Enhance Community Engagement Process**

During the first half of 2017, County staff developed new tools to provide a consistent approach to public engagement across departments, a common set of game rules for public participation, and capacity-building strategies for County commissions, civic associations and staff.



As a result, since January, the County has launched new websites for immigrants and veterans, conducted targeted outreach to the Latino and

Millennial communities, and piloted a new tool for "Engage Arlington" that provides an opportunity for stakeholders to engage in an open transparent manner on selected issues.

#### **Open Data Group Working to Increase Access**

County staff launched the Open Data Advisory Group, comprised of internal and external stakeholders, to enhance the MyArlington app and other online resources to ensure most County projects (parks, transportation, facilities, etc.) are searchable by neighborhoods or civic associations. The group is working on opening online feedback portals so that site visitors can view comments in real time. They also added new data sets to the Open Data Portal, such as business licenses and site plans.

In December, the group announced the release of the My Arlington – Projects map, a new tool that allows residents to locate and learn more about County projects taking place around Arlington. It offers a map view of projects in Arlington including County crews' daily work as well as private development projects submitted, approved, under

construction and recently completed site plan projects. Users can filter projects by type and size, street address or civic association.

A key factor in its effectiveness is the freshness of the information provided as County staff update the map several times a day and remove projects at least one year after completion.

#### **Video Streaming Now a Multi-Tiered Approach**

This year, the County implemented a multi-tiered approach to video streaming of public meetings. The effort included broadcasting in High Definition (HD), streaming on YouTube, and using Facebook for some events.

Plans call for a complete technical upgrade to the County Board Room, (more and better lighting, sharper graphics re and cameras), which will improve the user experience in the Board Room and on all devices.

Staff created a video introduction to Board meetings that provides branding and context aimed at making the meetings more accessible to viewers in the Board room and at home. It will also make it easier to find the live stream of Board meetings on the County website.

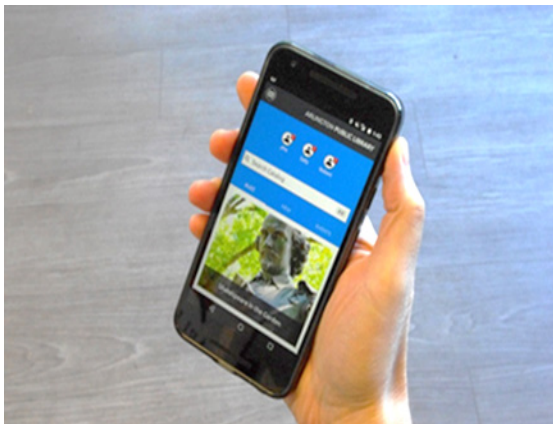


*A County Board Meeting in Progress*

### New County App Launched

In April, the County unveiled a new free app that allows library users to search the library catalog, manage their accounts, book meeting rooms and access library information and operating hours from their mobile devices. They also can browse featured events, news and popular booklists.

The app packages information available on the library website into a mobile-friendly, easy-to-use platform. It offers features such as barcode scanning, push notifications when material holds are ready, or accounts are overdue, and geolocation of the nearest library.



*New Mobile Friendly App Puts the Library in Patrons' Palms 24-hours a Day*

### Digital Destiny Campaign Mapping Arlington's Future Digital Way

The County created the "Defining Arlington's Digital Destiny Campaign," to establish a road map for the digital world in Arlington. The program consists of a series of public discussions with residents, businesses and industry thought leaders exploring how Arlington can harness the Digital Revolution to enhance the quality of life of residents and those who work and visit here.

In 2017, the County hosted a series of public sessions focused on technology in the areas of mobility, learning and aging with the goal of raising awareness and generating innovative ideas and strategies for an increasingly digital world.



To capture a broad audience and to make each event more productive, the County provided live streaming and copies of the recorded sessions via social media and a feedback mechanism for online viewers to provide input on the discussions. Staff measured success by the number of responses and participants at each event. As the program progressed, it experienced an incremental increase in each area as well as the rate of new perspectives shared.

The Digital Destiny series serves as a platform for government to engage residents, representatives of industry and nonprofits who may not normally be active in community discussions.

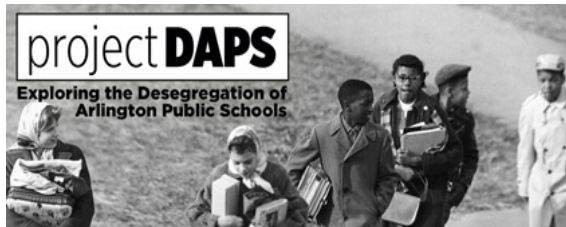
It also offers a model for other jurisdictions to follow when trying to form partnerships and involve constituents in redefining government to facilitate innovation.

### Columbia Pike Digital Newsletter Launched

In January 2017, staff began a new digital newsletter for the Columbia Pike Corridor titled: Planning. Projects. Main Street Progress. The bi-monthly tool provides periodic updates on topics such as Form Based Code Pike-related planning, public meetings, construction progress highlights, reports on development review procedures and updates on zoning amendments.



## Project DAPS Tells the Story of Desegregation of Arlington Public Schools



This year, the Library completed its online exhibition of desegregation in Arlington schools. The retrospective, known as Project DAPS (Desegregation of Arlington Public Schools) explores the historic narrative starting with early integration efforts amid Arlington's rapid growth of the 1940s and culminates with the legal and moral battles that resulted in four African American students attending Arlington's Stratford Junior High School.

To develop the project, staff culled the holdings of Arlington Library's Community Archives in the Center for Local History at Central Library. It includes a searchable database of thousands of recently digitized photos, documents and recordings. The project reflects the library's dedication to increasing public access to government records and archival materials.

## Arlington Reads-Why Fiction Matters

The Library has evolved in its role as a community hub sparking innovative ideas and inspiring civic engagement through exhibitions and events. Arlington Reads, for example, exposed audiences to the truth-telling power of literature featuring three outstanding authors Colum McCann,



Elizabeth Strout and Viet Thanh Nguyen.

Arlington Reads promotes literacy, the joy of reading

and intergenerational participation. The support of the Friends of the Arlington Public Library helps

make the program possible. Since its inception in 2006, the program has featured both national and international fiction and non-fiction authors and cultural icons, such as Chimamanda Ngozi Adichie, Wendell Berry, Junot Díaz, Anthony Doerr, Richard Ford, Colum McCann, Tim O'Brien and Ann Patchett.

## Neighborhood College 2017 Class Represents Arlington's Diversity



*Neighborhood College Participants at Graduation*

Each year, Neighborhood College attracts dozens of residents who want to become more involved in neighborhood and county-wide issues, and increase their knowledge of County government. The 2017 Neighborhood College class may be the most diverse since the program began in 2000. The 26-member cohort included recent immigrants, longtime residents, millennials and retirees.

The graduates come from 20 neighborhoods throughout Arlington including Arlington View, Long Branch Creek, Westover, Penrose, Radnor/Fort Myer, Lyon Village, Arlington Heights, Nauck, Waverly Hills and Rosslyn. Most represent areas typically underrepresented in community affairs.

In addition to completing eight classes, they have committed to performing at least 10 hours of volunteer work in Arlington County within six months of finishing the program.

Neighborhood College alumni often go on to become local leaders. Many accept appointments to County commissions and advisory committees.

## Reaching out for National Preparedness Month

During the spring and summer, County staff took part in two, often overlapping, outreach campaigns designed to promote preparedness and engage with targeted communities.

The first, family preparedness, consisted of multiple activities designed to increase the public's awareness of how to ensure that they were prepared to take care of themselves and their families after an emergency. The second focused on aging adults and visiting several senior centers, assisted living facilities, and other venues in the county. Both campaigns tied into National Preparedness Month in September.

For the campaigns, staff hosted 25 outreach events that allowed them to reach over 1,800 people the distributed more than 5,000 pieces of educational material. During the span of these events, Arlington Alert registered 433 in new subscribers, ReadyArlington social media profiles also made significant gains with 131,205 new followers.

This year, the County started its observation of National Preparedness Month in August with participation at the County Fair and the Public Safety Annual Block Party. Both events have proven to be ideal outreach events with engaged audiences and steady foot traffic.

The County's Department of Public Safety Communications & Emergency Management engages in partnerships with community organizations and other County agencies to hold events that allow for conversations about



community preparedness and resiliency, and encourage residents to consider how emergencies can impact them, and how they can better prepare.

## Public Art Serving as a Pathway to Public Engagement

New public art exhibits in 2017 underscored the County's effort to encourage public engagement and collaboration through the arts.

- Courthouse 2.0: "I" in C\_vic: Sponsored two community engagement events and display of sculpture by artist Linda Hesh in three separate locations, including in the Courthouse area.



- Meeting Bowls in Arlington: Created by the Spanish collaborative mmmm..., the Meeting Bowls are social places for gathering, getting to know people and fostering dialogue in small groups. Staff installed the playful urban furniture in Courthouse from July-October, made possible by a grant from Acción Cultural Española, an agency that orchestrates public support for the promotion of culture, both in Spain and overseas.
- Parking Day 2017: In September, for this annual event in the Courthouse Plaza parking lot, the County invited Arlingtonians to stop by to create their very own handmade storybooks, origami-style books that encourage them to think about and respond to the bigger idea of home, which includes public art and public spaces. This book making project was part of a series of events held across the county at public meetings, farmers markets, festivals and fairs as part of the Public Art Master Plan (PAMP) update.

## Parks & Recreation Encouraging Involvement

The Public Spaces Master Plan (POPS) process used a variety of new ways to engage the public, such as a planning and design charrette where local design and planning professionals volunteered to brainstorm ideas about Arlington's public spaces system, an online commenting tool and a variety of pop-up events. County staff used high-tech and low-tech solutions to involve the community in project planning. They placed signs and banners in areas stakeholders congregate to inform them about projects and direct them to meetings, online, or to join a listserv for more information. Close to 9,000 email addresses are on Parks and Recreation listservs.

Staff also developed a new online format for project timelines that present project stages and level of community engagement at each phase. To get input from the community, for their convenience, the new Lubber Run Community Center meetings not only had childcare and replicated meeting feedback options online, staff also went out to the stakeholders, at the center, where they lived and worked with kids for playground ideas.

Projects that involved community engagement this year included the Four Mile Run Valley Master Plan, South Park Master Plan, Benjamin Banneker Park Framework Plan, Long Bridge Park Advisory Committee, Lubber Run Community Center and Parks Maintenance Capital design projects at several parks: Fairlington, Nelly Custis, Edison, Dawson Terrace, Madison Manor, Bluemont and McCoy Parks and the Powhatan Springs Skatepark.



*Scene from A Lubber Run Community Meeting*

## Special Events Bringing People Together

Special events allow residents of all ages and interests to come together for enjoyment. Highlights of the events held this year include:

- **Lubber Run Amphitheater:** Staged in partnership with the Lubber Run Foundation, this annual summer series presented a schedule of 30 programs across multiple disciplines and genres attracting almost 5,000 attendees. Staff collected and compiled baseline survey data to help guide programming and resources for next summer.



*Audience Enjoying a Performance at Lubber Run Amphitheater*

- **County Wandering Tours:** County staff, along with local artists and neighborhood alliances, invited Arlingtonians for a series of walking tours to explore and reimagine the urban and suburban spaces of Lee Highway, Courthouse and Columbia Pike, giving new perspective on often-discussed development areas.
- **Rosslyn Jazz Festival:** The 2017 Festival, a longtime collaboration between the County and the Rosslyn Business Improvement District, featured a lineup of national and international touring artists including The Soul Rebels, Lee Fields & The Expressions, Xenia Rubinos and Joe Keyes & The Late Bloomer Band. A record crowd of 10,000 attendees turned out to support the 27<sup>th</sup> annual Festival, Arlington's longest running and highest attended single day arts event.

- The Poet is IN: Taking a cue from the “5-cent psychiatric help” booth run by Lucy in the ‘Peanuts’ cartoons, local poets set up shop at various locations through the County during the month of April, including libraries and farmers markets, to create custom-made poetry for all who wanted. This program, part of National Poetry Month, was a partnership between the County and Columbia Pike Revitalization Organization.



*The Poet is In at Westover*

- The Columbia Pike Blues Festival: This year’s unique partnership between the County and the Columbia Pike Revitalization Organization brought business, the arts and tourism together for a statewide grant that allowed this annual festival to present Grammy award winning soul legend Bettye LaVette.

The event attracted more than 7,000 participants, the most in the festival’s history, and featured interactive art projects highlighting the diversity of Columbia Pike, and displays from crafters and artisans. One



activity, “BAG IT,” allowed participants to silkscreen their own Columbia Pike themed tote bag (participants created and took home 300 bags).



- Color Your Future Garden: Working with the Arlington Food Assistance Center, the Ballston and Rosslyn Business Improvement Districts and the Columbia Pike Revitalization Organization, the County provided residents an opportunity to choose and watercolor one of the four Arlington-specific seed planting charts designed by artist Marcella Kriebel. Three hundred-seventy participants took part in four sessions held across the County.
- Arlington County Fair: Thousands of area residents visited the Thomas Jefferson Community Center and grounds August 16-20 to celebrate the 2017 Arlington County Fair. They enjoyed dozens of midway rides; fun games; dozens of food vendors; pony rides; free entertainment, including racing piglets, Kids’ Court, indoor and outdoor stages; and more.



*Scene from the Arlington County Fair Midway*

## Administrative Enhancements

### *Improvements in Policies, Systems in Support of County Functions*

#### **Informational Documents Created to Communicate County's Priorities**

In response to a late 2016 Charge from the County Board, staff has prepared a series of informational documents designed to summarize and communicate Arlington County's priorities, as established in the Comprehensive Plan. Staff also developed a set of process enhancements that could better help track and document the County's progress toward achieving Comprehensive Plan goals and objectives.

The County established its Comprehensive Plan in 1960 with five elements. Now the Plan has 11



elements and multiple sub-elements. Additionally, overtime the County developed a series of supporting sector, area and revitalization plans, and policy documents addressing topics such as land use,

economic development, community character, natural resources and more.

While each Comprehensive Plan element sets forth policy goals and objectives at varying levels of specificity, the Plan does not typically prioritize between objectives. Neither does the Plan provide an overall strategic course of action to achieve those objectives. In 2016, staff began an effort to consider how to prioritize the Plan's goals and objectives, coupled with other ongoing and emerging community needs. Part of this effort was to strengthen understanding of the Comprehensive Plan goals and objectives, and the links between those objectives and the broader decision-making process.

During the spring, staff reviewed existing Comprehensive Plan documents and related materials to address the following expectations of the County Board Charge:

1. Select, organize and present essential governing documents and language on the web;
2. Provide the broader community with a clearer understanding of the framework by which strategic priorities are determined;
3. Provide a straightforward way to measure effectiveness of the County Board's priorities in realizing the County Board's goals; and
4. Communicate the County's progress in meeting its goals.

The project resulted in enhanced products, including an "Essential Guide to the Comprehensive Plan," to broaden awareness and understanding by all community members.

#### **Short Term Homestay Rules Amended**

On December 10, 2016, the County Board voted to allow accessory homestays in the County. The original amendments allowed only property owners, and not renters, to lease their homes as accessory homestays, and required a single contract to cover all lodgers staying in a unit on a given night.

In January 2017, the Board further amended the ordinance to allow renters, in addition to homeowners, to use their homes where they live for at least 185 days per year, for accessory homestays, and to remove the limits on contracts per night.

## Sign Regulations Updated

The County completed a comprehensive update of the Zoning Ordinance sign regulations in July 2012. Nearly five years later in June, the County Board voted to further revise the ordinance that allowed additional sign areas for buildings in commercial/mixed use districts that contain retail storefronts with at least one exterior public entrance per tenant, fronting (any):

1. Pedestrian priority or share streets designated in the County's Master Transportation Plan;
2. Retail fronting an area meeting three conditions (a) provides a park or plaza shown on an adopted sector, small area or revitalization plan or as required by an adopted site plan condition (b) is public or has a public access easement; and (c) not enclosed; or
3. Retail is located on more than one story of the building/structure.

The Board also adopted several related clarifying edits to the ordinance. The changes resulted from a study of sign area allocation for commercial/mixed-use properties conducted in response to requests for the County to review the formula that determines the amount of sign area allotted to commercial/mixed-use projects that contain retail fronting on public plazas and/or multiple stories of retail. The groups calling for the study included the County Board's advisory commissions, the development community, Business Improvement Districts (BIDs) and partnerships and other stakeholder groups.

Before County Board endorsement, several groups discussed the amendment at their meetings, including the Zoning Committee of the Planning Commission; Arlington Chamber of Commerce, Commercial Real Estate Development Group (NAIOP), and the Economic

Development Commission (EDC) Executive Committee. Community members attended the ZOCO meetings and staff emailed information to the groups' membership and the County's BIDs and Partnerships. In addition, the Planning Commission heard the amendment at its June 5, 2017 meeting.

## New Regulations, Fees Set for Small Cell Facilities

In April, the Virginia General Assembly passed new regulations regarding zoning for wireless communications infrastructure. The change, effective July 1, established an administrative zoning review process for small cell facilities seeking to collocate equipment on existing structures. The regulations also specify the number of facilities applicants can include on a single small cell facility permit application as well as the maximum fee for each facility.

In June, to bring the County in compliance with the new rules, the County Board amended the County Code to create a new section concerning the installation and maintenance of small cell facilities on existing structures in the public right-of way; the application process for permitting purposes; and the establishment of fees associated with processing such applications.

The Board also approved advertisement of new zoning fees for small cell wireless telecommunications facilities permits. The fees, adopted in July, are \$100 each for the first five small cell facilities and \$50 for each additional facility.

The fees cover the administrative costs associated with the processing and review of the permit request, in accordance with the maximum amount set forth in the state regulations. They only apply to small cell facilities proposed to be located on existing structures.



### Streamlined Landscape and Tree Preservation Process Initiated

Many development projects in Arlington require county-approved landscape and tree preservation plans that adhere to County regulations and best practices in urban design and urban forestry. Planning and Zoning staff collaborated to improve and streamline the application submission and review process for landscape and tree protection plans.

The revised process reduces the number of printed plan sets required for review to minimize unnecessary ink, paper, and printing costs for developers. It also allows applicants to submit digital copies of their applications for electronic distribution among County staff. This is an interim service improvement and cost savings for customers in anticipation of a future fully-digital new online permitting system.

### New Guidelines for First-Time Homebuyer Loans Adopted

From the 1980s until 2017, AHC Inc. managed the County's Moderate Income Purchase Assistance Program (MIPAP) to help first-time buyers purchase homes in Arlington. Since 2016, however, County staff have processed all new MIPAP loans through a national loan servicer, AmeriNat.

In July, the County Board adopted new Loan Origination Guidelines for the program that provide direction for County staff to follow in processing MIPAP loan requests (originated in July 2017) from receiving and reviewing applications, preparing loan documents and disbursing funds at settlement. The guidelines also include templates for each document required for the various stages of the process.

The new procedures feature several program modifications such as an increased maximum purchase price of \$500,000, based on the Virginia Housing and Development Authority property price limits for the Northern Virginia region; a higher maximum loan amount from \$90,700 to

\$112,500; and requirement for applicants to have a minimum credit score of 660.

Staff, following the Board's action, worked to process more than a dozen loans for funding. Monies for the loans come from the \$1.37 million County Board appropriation in January.



### Urban Design and Research Team Shares Forecast Data for School Enrollment Projections

As part of the implementation of the recommendations from the Community Facilities Study, the County's Planning Research Team has been working closely with APS to improve data sharing and the forecast and projections process.

In October, staff for the first time successfully transferred an enhanced amount of data requested by APS for the 2017 enrollment projections.

This data transfer included a 10-year detailed housing unit forecast, actual and projected births, and the master housing unit database. County staff and APS continue to meet throughout the year and work together to update and refine their data sharing scope.



## Electronic Plan Review, One-Stop Arlington – Making it Easier to do Business with the County



The County is making progress with streamlining the inspections and building permitting process to make it more efficient, consistent and predictable for

homeowners, small businesses, and the development community.

In early 2016, the County launched Electronic Plan Review, an online system for reviewing and approving plans for building permits and land disturbing applications. The system is an interim solution providing customers with limited online services.

In 2017, the Inspection Services Division (ISD) received 1,876 building permit plan submissions during the first seven months, which required over 8,500 plan reviews. Applicants submitted nearly 40 percent of the submissions using the County's electronic plan review system.

Electronic plan review has allowed for faster review times, more effective communication between plan reviewers and customers, and an improved plan revision process for both customers and staff. Staff anticipates that the improvements from One-Stop Arlington in the future will increase the percentage of electronic submissions.

Additionally, last year, the County launched One-Stop Arlington, an ambitious, multi-year initiative to make it easier for customers to do business with the County by improving its business processes and offering more County services online. The initiative is a significant effort involving multiple departments and County staff from all levels of the organization working together to improve the customer experience.

The One-Stop Arlington project team has completed preliminary planning for a new online enterprise-wide building and land management

permitting system to support these goals. With this new system, customers will be able to apply and pay online for most building and land use permits, as well as track the status of permit applications, schedule building and trade inspections and review staff comments and approvals.

The end goal is to create a one-stop shop both online and in-person for transactions and resources related to the County's permitting, review and inspection processes.

By offering more services online, the County allows customers to conduct business with the County to make payments or submit printed copies of plans as part of an application. Instead, they can do it all electronically without visiting County offices and at any time.



## Inspection Services Division Recertified

This year, the County's ISD received re-certification by the International Accreditation Service (IAS), a subsidiary of the International Code Council.

To earn the accreditation, IAS required the County to demonstrate industry best practices in its permit administration, plan review and field inspection services. IAS also recognized ISD staff as solution-focused, practicing outstanding customer service and very knowledgeable in the technical requirements of building regulations and codes.



In 2013, Arlington became the first Virginia county to earn building accreditation, and one of just 19 jurisdictions in the nation to demonstrate compliance with IAS's accreditation criteria for building departments and code enforcement agencies.

### Three New Courses Offered for Employees

During the year, the County's employee training program introduced to three new online courses:

- Ethics- This course reaffirms the County's commitment to employees serving as principled stewards of the County's resources.
- Diversity and Inclusion 101- This offering builds on the County's pledge to be an inclusive workplace that embraces diversity.
- C.A.R.E.S and the Customer Experience-This training focuses on providing consistent and positive customer services.



*The County offers Employees a Wide Range of Classroom Courses for Skill Enhancement and Improvement*

### HealthSmart Offers "Wellness Round Up" for County, School Employees

HealthSmart, the County's employee wellness program, developed and implemented a "Wellness Round Up" for County and school employees. The program started out as a four-week pilot over the summer but continued with a 12-week program in the fall.

Originally the County designed the program to provide County trades employees and APS school bus drivers with simple lifestyle changes they could make to improve their health.

Working with a registered dietician from Cigna and trainers from Gold's Gym, the group met twice a week for a 20-minute nutrition presentation followed by a 20 -minute exercise workout with the trainers. Topics included healthy eating tips for

their "on the go" lifestyle, exercises to do at their workstations or in their vehicles fighting fatigue, and staying hydrated.

### County Extends Courthouse Plaza Lease

The County extended its office lease at 2100 Clarendon Blvd., Courthouse Plaza, for another 15 years in February. The County has occupied the building since 1989 and currently leases nearly 235,000 square feet at the site. The agreement will save the County more than \$1.6 million annually in rent. The term of the lease runs through October 31, 2033, and gives the County time to consider whether to plan and build a new administrative building as envisioned in the adopted Courthouse Square Plan.



*Courthouse Plaza at 2100 Clarendon Blvd.*

### Sponsorship Policy for Bikeshare System Sanctioned

In June, the County Board approved a Sponsorship Policy for the Capital Bikeshare system that provides guidance for the acceptance of a limited class of sponsors that will help the program achieve its

goals of maximizing revenue and ridership, and preserving brand integrity and

marketing potential. It is a key step in the realization of sponsorship revenue opportunities.



## Operations & Maintenance-2017 Notable Achievements

- The County paved 89.6 lane miles this year. Using the Pavement Condition Index (PCI) rating, which rates roads using a 0-100 scale with anything over 70 considered in overall 'good' condition, the County's PCI average is now at 71.



*28th Road and South Wakefield Street, Paved in June*

- Crews filled approximately 2,700 potholes this year, fewer than the prior three-year average of 9,412.
- The large water meter inspection program began April 2017 with 119 of 197 large meters of 6", 8" and 12" inspected by end of October.
- Due to the mild winter weather, the number of water main breaks repaired this calendar year stood just under 130 compared to the previous three-year average of 223 breaks.



*Crew Repairing a Water Main Break*



*Arlington Traffic Signal*

- Crews completed seven intersection traffic signal-rebuild projects, and one new signalized intersection at Lee Highway and North Veitch Street.
- In winter 2016-17, the County updated its snow removal process by adding augmented deployment in residential neighborhoods for snow fall events greater than 6-8 inches through contracting of additional snow plow operators to treat residential areas.



*County Snow Plows at Work*

Other improvements included refining the snow blower program by streamlining the application process, instituting a more user-friendly snow issues form and expanded outreach. Snow crews also received additional training during the year focused on support functions for snow operations (brine making, snow melting, etc.) and optimizing plow routes.

## Awards & Honors

### *County Lauded for Innovative Programs, Services*

#### **Arlington Named Top Digital County Once Again**

Arlington is the No. 1 digital county in the nation for a second straight year. The Center for Digital Government and National Association of Counties 2017 award recognizes Arlington for its best technology practices in areas of open government, transparency, citizen engagement, cyber security and operations. Arlington received the highest award for counties in the 150,000 – 249,999 population category based on its submission to the Digital Counties Survey.



#### **County Receives Planning Achievement Award**

At their annual conference in April 2017, the American Planning Association recognized Arlington's commitment to community-based planning and smart growth with the Gold 2017 National Planning Achievement Award for its Implementation of the General Land Use Plan and smart growth journey. Arlington was one of 12 national award recipients, the profession's highest honor.

Arlington County's General Land Use Plan has served as a guide for the County's smart growth journey for more than 50 years. During that time, the County has transitioned from a suburban, auto-dependent collection of neighborhoods to a region marked by sustainable and transit-oriented

development that has reduced commercial sprawl and conserved the quality and diversity of its neighborhoods.

Today it is home to seven mixed-use, walkable and bicycle-friendly Metro transit villages, 222,800 residents and nearly 222,300 employees.

#### **Rosslyn Sector Plan Honored with Holzheimer Award**

In July 2017, the Virginia Chapter of the American Planning Association honored Arlington County's Rosslyn Sector Plan with its Holzheimer Award for Economic Development. The County was honored for outstanding work on the 2015 plan at the chapter's annual conference.

Each year, the Virginia APA chapter recognizes planning practitioners, citizens and innovative approaches to planning that make the Commonwealth a great place to live, work and play. In bestowing the award, the awards committee recognized the Rosslyn Sector Plan's overall scope and focus on encouraging redevelopment that advances the plan vision. The committee also viewed the work as a best fit for its remembrance of Dr. Terry Holzheimer, former director of Arlington Economic Development (AED). Holzheimer died in 2014, while serving as director. He was a longtime APA member.



*The Results of Arlington's Planning Efforts from Above*

## Arlington Honored with Excellence in Economic Development Awards

The International Economic Development Council (IEDC) granted AED three Excellence in Economic Development awards in September at the IEDC Annual Conference in Toronto. The group honored AED with:

1. Gold in the Special Project Website category for its “dciscalling.com,” a special recruitment oriented website. AED created dciscalling.com as an attraction and retention tool for Nestlé USA to move its headquarters from Glendale, CA to Arlington. The agency also created “DC is Calling” as a resource for Nestlé USA employees to learn about the Washington, D.C. area as the company considered relocating across the country.
2. Gold in the Special Purpose Print Promotion category for Startup Arlington, the competition that provided one growing tech company the opportunity to experience the benefits of working and living in Arlington for three months, free of charge.



*AED Wins Gold Entrepreneurship Award for Startup Arlington*

3. Bronze in Regionalism and Cross-Border Collaboration for its Dongsheng – U.S. Entrepreneurship Competition. For the last two years, AED has served as the U.S. host site partner for the global Dongsheng Entrepreneurship Competition, which helps to foster entrepreneurial relations between the U.S. and China.

## StartUp Arlington Wins Two More Awards

The StartUp Arlington program won the Southern Economic Development Council’s 2017 Community Economic Development Award and the Virginia Economic Developers Association’s 2017 Community Economic Development Awards.

## Lending Library Honored for Innovation

The Virginia Association of Counties (VACO), the Urban Library Council and the Metropolitan Washington Council of Governments (COG) all recognized the Arlington Public Library and the Arlington Initiative to Rethink Energy (AIRE) for the Energy Lending Library. In August, VACO honored the program as an innovative effort to help residents save energy and leave a lighter environmental footprint.



The Urban Library Council, in October, bestowed a 2017 Top Innovators Award on the program, while COG presented it with a 2017 Climate and Energy Leadership Award the same month. The Energy Lending Library has led to hundreds of loans of a thermal camera, a box of 10 different LED bulbs, an energy meter and Do-It-Yourself energy retrofit books.

## Governor’s Environmental Excellence Awards

The Solid Waste Bureau received a Bronze Governor’s Environmental Excellence Award for the Year-Round Yard Waste Collection Program in April at the 28<sup>th</sup> Annual Environment Virginia Symposium at the Virginia Military Institute. The award recognizes facilities or organizations that in the past five years initiated activities or processes to reduce waste and pollution or otherwise improve the environment.

### **Arlington Earns Award for Restoring Globally Rare Ecosystem**

The Virginia Recreation and Park Society in November awarded the County's Magnolia Bog restoration project its Best New Environmental Sustainability Award. The project serves as a model for natural resource management in urban areas by highlighting opportunities to incorporate community groups in environmental stewardship.

### **Arlington Receives "All-Star" Rating for LGBTQ Protections**

In November, Arlington announced it had received an "All Star" rating from the Human Rights Campaign, the country's largest LGBTQ-rights group. Arlington scored 93 out of 100 on the Human Rights Campaign's Municipal Equality Index (MEI), which qualifies it as one of 41 American "All-Star Cities" for its high standards of inclusiveness and protections for lesbian, gay, bisexual, transgender and queer communities.

HRC's annual MEI measures the effectiveness of local governments in ensuring LGBTQ inclusion through their laws, policies and services.

### **Deputy County Attorney Tramblian Honored by Local Government Attorneys of Virginia**

The Local Government Attorneys of Virginia, Inc. (LGA) honored Arlington Deputy County Attorney Ara L. Tramblian with the 2017 A. Robert Cherin Award for Outstanding Deputy or Assistant Local Government Attorney.

Arlington County Attorney Stephen MacIsaac nominated Mr. Tramblian for the award, describing him as a "genteel but hard-nosed" litigator with a "ferocious work ethic." Mr. Tramblian began his legal career with Arlington County in 1984 and will retire at the end of 2017.



### **Carla de la Pava Wins Treasurers' Association of Virginia's President's Award**

Stafford County Treasurer Laura M. Rudy, outgoing Treasurers' Association of Virginia (TAV) President, presented Arlington County Treasurer Carla de la Pava the President's Award at the 2017 TAV annual conference in Virginia Beach.

De la Pava received the honor for providing excellent service to the citizens of Arlington County and for her contributions to the Association.

De la Pava has served as Treasurer since 2014, before then, she was Chief Deputy Treasurer for six years. She is the first female and first Hispanic Arlington County Treasurer.

### **Lauren Stienstra Inducted into the International Women in Homeland Security & Emergency Management Hall of Fame**

The International Network of Women in Emergency Management (inWEM) Board of Directors and Officers inducted Lauren Stienstra, Senior Manager of Policy & Research for the County's Department of Public Safety Communications and Emergency Management, into the International Women in Homeland Security and Emergency Management Hall of Fame in November.

Each year, inWEM honors the contributions made for the advancement of women in emergency management, homeland security, and business continuity, who have a commitment to creating a

culture of preparedness for safer, more resilient and sustainable diverse communities. Stienstra is the founder and first director of the HERricane Arlington program, a camp and continuing education program that provides young women the opportunity to explore and pursue careers in emergency management and allied fields.